NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

ORDER FOR SUPPLIES OR SERVICES

NOTE: MARK ALL PACKAGES OR PAPERS WITH ORDER AND/OR CONTRACT NO.

ORDER NO.	CONTRACT NO.
CC-90303B	NAS5-98144

DO RATING*	DATE OF ORDER	REQUISITION NO.	BUREAU VOUCHER NO.
	8/3/2001	P2001047 (P)	

ISSUED BY: JOHN F. KENNEDY SPACE CENTER, NASA PROCUREMENT OFFICE, KENNEDY SPACE CENTER, FLORIDA 32899

OFFICE OF ADMINISTRATION IS: PROCUREMENT OFFICE, OP-MS KENNEDY SPACE CENTER, FLORIDA 32899

BUREAU SCHEDULE NO.

SHIP TO

MARK FOR: CONTR. NO. CC-90303B

MAIL INVOICE TO

Invoices shall be submitted to the billing address set forth in Part I.4.

TO: (Contractor name and address, including ZIP code) VID

OAO Corporation
16511 Space Center Blvd.
Suite 300
Houston TX 77058

DUNS No.
CAGE Code 60317

DELIVER TO FOB. POINT ON OR BEFORE (Date)

POP 12/1/2001 – 11/30/2004

DELIVERY FOB. ☒ DEST. ☐ OTHER

DISCOUNT TERMS: NET

TYPE OF ORDER

☐ PURCHASE — Reference your_____ Please furnish the following on the terms specified in this order, including delivery as indicated. This purchase is negotiated under the authority of Part 12, Federal Acquisition Regulation.

☒ DELIVERY — Reference your_____ This delivery order is subject to instructions contained on this side only of this form and continuation sheets, if any, and is issued on another Government agency or in accordance with and subject to the terms and conditions of the above numbered contract.

ACCOUNTING AND APPROPRIATION DATA

UNITED STATES OF AMERICA

Original signed by Cheryl C. Hurst

BY_____ (Contracting / Ordering Officer)

SCHEDULE OF SUPPLIES OR SERVICES. (Use Continuation Sheet if necessary)

ITEM NO.	DESCRIPTION	QUANTITY (No. of Units)	UNIT01	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED
	SEE PAGE 6 FOR DESCRIPTION OF SERVICES **THIS DELIVERY ORDER IS SUBJECT TO AVAILABILITY OF FUNDS. (See Part II.3)**					

RECEIVED AT	SHIPMENT TYPE ☐ FINAL ☐ PARTIAL	NO.		**Estimated $14,014,469.84**	NOTE: See below for rejections.
DATE RECEIVED / GROSS WEIGHT	TOTAL CONTAINERS	B/L NO.	DIFFERENCES ▷		
RECEIVED BY	CARRIER		VERIFIED CORRECT ▷	FOR (Amount)	INITIALS

QUANTITIES IN "QUANTITY ACCEPTED" COLUMN HAVE BEEN

☐ INSPECTED ☐ ACCEPTED ☐ RECEIVED BY ME, AND CONFORM TO CONTRACT (Items listed below have been rejected for reasons shown)

BY_____ (Authorized U.S. Govt. Representative) (Date)

I CERTIFY THAT THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT.

BY_____ (Signature and Title of Certifying Officer)

REJECTIONS

ITEM NO.	DESCRIPTION	UNIT01	QUANTITY	REASON

** Certified for National Defense Under DMS Reg 1.*

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PART I SERVICES AND PRICES

1. **SERVICES TO BE FURNISHED** – The Contractor shall provide all services as identified on Attachment A, SSC ODIN ORDERING QUANTITIES.

2. **PRICE LIST** – The unit prices set forth on Attachment B, the PRICE LIST FOR YEARS 1, 2, AND 3, are applicable to the services ordered under this Delivery Order.

3. **MONTHLY INVOICING**– For invoicing and payment purposes, the following guidelines shall apply:

a. Seat and service level services installed or in effect by the 15th day of the month will be invoiced for the whole month.
b. Seat and service level services cancelled on or before the 15th of the month will not be invoiced for that month.
c. Seat and service level services installed or in effect after the 15th of the month will not be invoiced for that month but will be invoiced beginning with the next month.
d. Temporary seats are invoiced the same as the seat and service level services, except that temporary seats are invoiced on a full month basis. The minimum invoice period for a Temporary Seat is one month.
e. Catalog and other specialized services will be invoiced separately on a calendar month basis.
f. Technology Infusion (infrastructure upgrades) will be invoiced separately on a calendar month basis.

4. **BILLING PROCEDURES**- The Contractor shall submit their monthly invoices directly to the Stennis Space Center financial office as indicated below and to the cognizant TMR.

a. The Contractor shall submit a copy of the complete invoice to the DOCO at the Lead Service Center (LSC) concurrently with the invoice submission to SSC.

b. The TMR at Stennis Space Center is the designated billing office where the contractor first submits the invoices for this delivery order. This designation is for the purposes of performing Government acceptance of the services provided under this delivery order. The address for submission of invoices to the TMR is as follows:

Stennis Space Center, NASA
Attn: Terence Bordelon
Mail Code: RA 92
Stennis Space Center, MS 39529

c. The Stennis Financial Management Office will make payment of the invoice upon the approval of the TMR. The invoice mailing address is as follows:

Financial Management Division
Mail Code EA20
Bldg 1100/Room 317D
Stennis Space Center, MS 39529

5. **DUE DILIGENCE** - There is no Due Diligence price adjustment applicable to this Delivery Order.

6. **TRANSITION BONUS** (A.1.7) - The transition bonus is not applicable to this Delivery Order.

7. **PERIOD OF PERFORMANCE -** The period of performance for this Delivery Order shall be thirty-six months beginning December 1, 2001, and ending November 30, 2004.

8. **RETURN TO SERVICE** (C.5.9.7) -The Return to Service (RTS) unit price is $150.00 for this Delivery Order.

9. **STANDARDIZATION INCENTIVES** –The Contractor shall provide a standardization incentive of 20 percent discount to the monthly unit price of optional service levels when a Center standardizes on an optional service level. This incentive discount shall apply if at least 85 percent of the seats within a platform (PC/MAC/UNIX) order the same optional service level. Credits are not subject to the standardization incentive. The incentive can be initiated any time during the delivery order.

PART II CONTRACT ADMINISTRATION DATA

1. **ACCOUNTING AND APPROPRIATION DATA** – The accounting and appropriation data for this Delivery Order is provided below: (data to be entered as funds are available)
   001 283-10-00-00-64-2001-00-00-43-5400-00-2331 300204

2. **INCREMENTAL FUNDING** - Pursuant to Master Contract Section A.1.32.2, the NASA FAR Supplement (NFS) clause 1852.232-77 Limitation of Funds (Fixed-Price Contract) is incorporated in this Delivery Order.

   The following data is provided to complete paragraphs (a) and (c) of the NFS clause.

   (a) _____ is presently available for payment and allotted to this Delivery Order.

SCHEDULE FOR ALLOTMENT OF FUNDS		
Mod No.	Date	Amount

   (c) _____ *(*Date that presently allotted funds will cover work through)

3. **AVAILABILITY OF FUNDS -** Funds are not presently available for performance under this delivery order. The Government's obligation for performance of this delivery order is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this delivery order, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

4. **TOTAL DELIVERY ORDER VALUE (through Mod No. _____):**

Ordered Seats/Service Levels (Attachment A) (Estimated amount for December 2001 based on projected quantity)	
Catalog Services	$0.00
Specialized Services	$0.00
Infrastructure Upgrades	$0.00
Sub-total	
Less credits	$0.00
Less retainage not earned	$0.00
Sub-total	$
Seats/Service levels projected through 11/30/04	$
Catalog projections	$
Estimated Specialized Services	$
Total Estimated Delivery Order Value:	**$**

5. AUTHORIZED OFFICIALS –

Delivery Order Contracting Officer (DOCO):	Marjorie Ann Nelson
Alternate DOCO	Penelope A. Ebright
Delivery Order Contracting Officer's Technical Representative (DOCOTR):	Jeanne O'Bryan
Alternate DOCOTR	Terence Bordelon
Alternate DOCOTR	Terry Jackson

Pursuant to Master Contract Section A.1.15 PROCEDURES TO EFFECT SPECIALIZED REQUIREMENTS, only the persons listed as Authorized Officials above are authorized to initiate the specialized requirements that cause a price change in this Delivery Order.

6. RETAINAGE POOLS – In accordance with Master Contract Section A.1.8 (a) and (b), the Government shall withhold the following amounts from the sum of the monthly seat/system prices submitted on the invoices for the Delivery Order and subsequent modifications.

a. Three (3) percent for the Performance Retainage Pool (PRP)
b. Two (2) percent for the Metric Performance Retainage Pool (MPRP)

For the Catalog Services MPRP, the Government shall withhold two (2) percent from the total catalog purchases on the invoices for the Delivery Order.

These amounts will be deducted from the monthly invoiced amounts and disbursed if authorized by the ODIN Program Manager. Any amounts not authorized for disbursal will not be carried forward and the Delivery Order will be unilaterally modified to decrease the order dollar value.

7. PRP DECISION – Pursuant to Master Contract A.1.8 RETAINAGE POOL (as modified by Master Contract Modification 5), the PRP decision for this Delivery Order will be made on a discretionary (i.e. all, partial or none) basis.

a. The PRP decision shall be made semiannually for the Delivery Order.

b. For the Delivery Order, the PRP decision criteria set forth in Master Contract Section A.1.8 (a) is supplemented with the following:
(1) The Contractor's manner and degree in satisfying requirements, planning work, implementing on schedule and providing effective customer communication.

8. USE OF EXISTING GOVERNMENT ASSETS – Pursuant to Master Contract Section A.1.14 (a), FAR clause 52.245-2 entitled GOVERNMENT PROPERTY (FIXED-PRICE CONTRACTS and NFS clauses 1852.245-77 and 1852.245-71- ALTERNATE I are incorporated by reference to this Delivery Order. These clauses are modified to reflect the following changes:

a. The first sentence of paragraph (b)(1) of 1852.245-77 is changed to read " Equipment to be made available will be incorporated by a subsequent modification to this Delivery Order."
b. The property or services identified in paragraphs (c) and (j) are not authorized under this Delivery Order.
c. Master Contract Section A.1.14 identifies the contractor user responsibilities for paragraph (a) of 1852.245-71.

9. **NFS 1852.223-70 SAFETY AND HEALTH–** Clause 1852.223-70, Safety and Health (May 2001) is incorporated by reference and made a part of this Delivery Order.

10. **NFS 1852.223-73, SAFETY AND HEALTH PLAN (MAY 2001)**

The Contractor shall submit a detailed safety and occupational health plan in accordance with DRD ODIN-SSC-5 (see NPG 8715.3, NASA Safety Manual, Appendix H). The plan must include a detailed discussion of the policies, procedures, and techniques that will be used to ensure the safety and occupational health of contractor employees and to ensure the safety of all working conditions throughout the performance of the contract. The plan must similarly address safety and occupational health for subcontractor employees for any proposed subcontract whose value is expected to exceed $500,000, including commercial services and services provided in support of a commercial item. Also, when applicable, the plan must address the policies, procedures, and techniques that will be used to ensure the safety and occupational health of: (1) the public, (2) astronauts and pilots, (3) the NASA workforce (including other contractor employees working on NASA contracts), and (4) high-value equipment and property. This plan, as approved by the Contracting Officer, will be included in any resulting contract.

11. **NFS 1852.223-75 MAJOR BREACH OF SAFETY OR SECURITY** – Clause 1852.223-75, Major Breach of Safety or Security (May 2001), is incorporated by reference and made a part of this Delivery Order.

PART III OSF REQUIREMENTS

SECTION A. GENERAL REQUIREMENTS

1. **SCHEDULED OUTAGE NOTIFICATION** – The Contractor shall not schedule any planned maintenance activities during prime time without prior approval by the DOCOTR/TMR or designee, followed by notification of affected personnel at the Center.

   The contractor shall comply with the Center's outage notification procedures. Unless otherwise specified, the Contractor shall coordinate **all scheduled outages** with the designated point of contact for the affected users, obtain approval from the DOCOTR/TMR or designee, and notify all affected personnel at each Center. Verification of receipt notification is not required.

2. **INSTITUTIONAL IT ENVIRONMENT DEFINITION** – The Institutional IT Environment is defined as the core components required to deliver ODIN seats and services to the end user. These would include, but are not limited to, network domain servers, electronic messaging systems (e.g., X.500 directory services, gateways, e-mail systems including webmail), Internet access, computer virus protection, network communication equipment, voice mail, radio combiners, centralized antennas and telephone switches.

3. **MAINTENANCE OF THE INSTITUTIONAL IT ENVIRONMENT** – All ODIN-supported hardware and software that are part of the institutional IT environment shall have applicable hardware maintenance, system software maintenance, application software maintenance and/or restore to service within four contiguous hours at all times, unless defined otherwise by the individual Center. The Contractor shall update to the current software release and patches on all ODIN-supported hardware within 30 days of release of software/patches. The Contractor may request a waiver if the Contractor finds that a release or patch is incompatible with the current institutional IT environment, or that implementation of a release or patch would cause undue disruption to the user community.

   Within thirty (30) days from the effective date of the Delivery Order, the contractor shall submit an implementation plan detailing the test environment and results for all updates. This plan must be approved by the DOCOTR/TMR or designee prior to implementation.

   All preventative maintenance activities shall be documented to, coordinated with and approved by the DOCOTR/TMR or designee.

4. **SUPPORT FOR SPECIAL EVENTS** – The Contractor shall provide support for Center special events (e.g., Open House) as identified by the DOCOTR/TMR or designee. The Contractor shall provide help desk support such that trouble tickets for these events are automatically handled with the Priority Service as defined in Master Contract section C.5.9.4.1. The support for Special Events shall not be counted against the priority service percentages.

5. **INCREASE IN PRIORITY SERVICE PERCENTAGES** – In addition to the one (1) percent set forth in Master Contract paragraphs C.5.9.4.1 and C.5.9.4.2, the Contractor shall provide priority service for up to two (2) additional percent each for a total of three (3) percent in each.

   The percentage associated with C.5.9.4.2 shall be calculated based upon the monthly

average of the total number of trouble tickets submitted to the Contractor during the prior contract year. In the event that the three (3) percentage is not used in the current month, the unused portion does not carry forward to the next month.

In the event that the number of seats increase or decrease by 5 percent or greater, an equivalent adjustment shall be made to the to the total number of trouble tickets used to calculate the 3 percentage available for the current year.

The support for Special Events shall not be counted against Priority Service percentages.

6. **EXPEDITE SERVICE REQUEST** – In addition to priority services provided under Master Contract Sections C.5.9.4, the Contractor shall provide products and services in an expedited manner (within 24 hours) when requested by the DOCOTR/TMR or designee. The Contractor shall provide expedited service for up to three percent (3%) of service requests. The percentage shall be calculated based upon the monthly average of the total number of service requests submitted to the Contractor during the prior contract year. In the event that the three (3) percentage is not used in the current month, the unused portion does not carry forward to the next month.

   In the event that the number of seats increase or decrease by 5 percent or greater, an equivalent adjustment shall be made to the to the total number of service requests used to calculate the 3 percent available for the current year.

   For this clause, a service request includes catalog orders and moves, adds, and changes as defined in Master Contract E.3.1.8.

7. **X.500 DIRECTORY SERVICE** – The Contractor shall provide support, operation, and maintenance for the Center's X.500 Directory Service infrastructure in accordance with NASA Standard 2807B, The NASA Directory Service: Architecture, Standards and Protocols and emerging NASA standards. The Contractor shall update the Center's X.500 directory daily, as a minimum. Upon request by the DOCOTR/TMR or designee, the Contractor shall perform additional updates as required. The Contractor shall perform daily backup and provide the capability to restore all data (e.g., digital certificates). The Contractor shall make the X.500 data electronically available to DOCOTR/TMR or designee upon request.

8. **PRINCIPAL PERIOD OF MAINTENANCE** is defined as the period of time set by the Help Desk hours of operation ordered in accordance with Master Contract E.3.1.11.

   a. For the Regular service level of Integrated Customer Support/Help Desk, the principal period of maintenance is 6:00 am to 6:00 pm local time on workdays. (E.3.1.11)
   b. For the Enhanced service level of Integrated Customer Support/Help Desk, the principal period of maintenance is 24 hours a day, seven days a week.

9. APPLICABILITY OF ODIN SERVICES TO DELIVERY ORDER - The changes identified below are reflected in the tables contained in Attachment E to this Delivery Order.

a. **DESKTOP SEATS (Reference Master Contract Table E.2.1.1)**
   (1) The following seats and service levels are added for ordering under the Delivery Order:
      (i) Network Printer Seats (PRN1, PRN2, and PRN3)
      (ii) Maintenance-Only Miscellaneous Seat (MA-MISC)

(iii) PC Premium is added as SE2 platform option
(iv) Lightweight is added as GP3 PC platform option
(v) Enhanced service level for system administration as an optional service for the NAD seat
(vi) Standard Application Software Suite Service Level for ODIN Application Software is added for NAD seats with PC and MAC platforms
(vii) Basic, Regular, and Premium Service Levels for ODIN Application Software Maintenance are added for NAD seats with PC and MAC platforms.
(viii) Regular and Enhanced Service Levels for Software Tech Refresh are added for the NAD seat with PC and MAC platforms
(ix) Basic LAN and Remote-S & Basic LAN access service level

(2) The following seats and service levels are not available for ordering under the Delivery Order:
(i) Entry-Level and High-End are removed as GP3 Mac platform options
(ii) Basic service level for Integrated Customer Support/Help Desk
(iii) Regular LAN; Fast LAN; Huge LAN; Remote-S LAN & Regular LAN; and Remote-S & Fast LAN service levels

b. **Server Services (Reference Master Contract Table E.2.2.1)**
(1) SERV1 seat is added for ordering under the Delivery Order.
(2) COMP1 seat is not available for ordering under the Delivery Order.

c. **LAN INTERFACE SERVICE (Reference Master Contract Table E.2.3.1)**
(1) The following seats and service levels are added for ordering under the Delivery Order:
(i) Basic LAN and Remote-S & Basic LAN Access service levels
(ii) LANA, LANB, and LANC

(2) The following seats and service levels are not available for ordering under the Delivery Order:
(i) LAN1A, LAN1B, LAN2A, LAN2B, LAN3A, and LAN3B

c. **TELEPHONE SERVICE (Master Contract Table E.2.3.1)**
(1) The following seats and service levels are not available for ordering under the Delivery Order:
(i) PH3 – Single and Dual service levels of Instrument types
(ii) PH3 – Standard and Speaker service levels of Feature set
(iii) PCELL Seat

d. **COMMUNICATION SERVICES (Master Contract Table E.2.3.1)**
(1) The following seats and service levels are not available for ordering under the Delivery Order:
(ii) FAX1, FAX2, FAX3

10. <u>MOVES, ADDS, CHANGES CLARIFICATION</u> – In addition to the requirements specified in Master Contract NAS5-98144, E.3.1.8, Moves, Adds, Changes, a move, add, or change is further clarified to include the following:

(a) A move is defined as de-installation, move and re-installation of system hardware requiring a physical dispatch of a technician or analyst.

(b) Virtual moves do not count in computing the total number of moves included in the service levels. A virtual move is one that does NOT require a physical dispatch of a technician or analyst.

(c) Moves are aggregated by service, for example, average of one move per year for each "seat" type in each of these categories: desktop, server, and communications services.

(d) Wiring needed to provide connectivity to a seat is included in the seat price provided the basic infrastructure is in place to support it. If the basic infrastructure is not in place, then the service level goes down to the level the infrastructure can support.

SECTION B. DESKTOP SERVICES

1. CLARIFICATION OF GP3 SEAT WITH REMOTE-S AND RC1 SEAT (Reference Master Contract Sections E.2.1.4 and E.2.3.8)

For the GP3 seat with Remote-S service level, the Contractor shall provide switched connectivity for GP3 access into the Center-wide network. The connectivity shall be provided by no less than a 1:8 ratio of modems to seats for the entire delivery order period of performance.

RC1 seats may be ordered to support additional connectivity for Center requirements, such as dedicated service to various organizations or expanded capability for non-ODIN seats. The ordered RC1 seats do not fulfill the connectivity requirement for the GP3 seats.

2. DESKTOP FILE SERVICES – In accordance with Master Contract Section E.3.1.15, the Contractor shall provide a minimum of 50 MB of server file space for each ordered ODIN seat that includes the Basic service level.

3. PERFORMANCE MEASUREMENTS – The following sentence in the Master Contract Section N.1, PERFORMANCE MEASUREMENTS, is not applicable to performance under the Delivery Order: "To accommodate possible fluctuations due to the testing and ranking process, allowances of up to 10% below the offeror's NSTL baseline profile ranking will be considered."

The contractor shall meet or exceed the minimum performance levels established for the Delivery Order. There is no acceptable range for rating below these minimums. Deviations with lower percentiles established for the Delivery Order will not be accepted.

4. MINIMUM PERFORMANCE LEVELS – The Contractor shall meet or exceed the following delivery order minimum performance levels for each platform.

The following table represents the minimum performance levels that shall be met or exceeded for each platform for each quarterly technology refreshment period during the performance of the delivery order.

MINIMUM PERFORMANCE LEVELS TABLE

Platforms	PC Desktop	Mac Desktop	PC Laptop	Mac Laptop	UNIX Desktop
	Scale	Scale	Scale	Scale	Scale
PC Desktops					
Entry-Level	64.0				
Mid- Level	73.0				
High-End	86.4				
Macintosh Desktops					
Entry-Level		58.7			
Mid- Level		75.3			

Platforms	PC Desktop	Mac Desktop	PC Laptop	Mac Laptop	UNIX Desktop
	Scale	Scale	Scale	Scale	Scale
High-End		100.0			
PC Laptops					
Entry-Level			63.0		
Mid- Level			78.8		
High-End			90.0		
Lightweight			50.0		
Macintosh Laptops					
Entry-Level				57.6	
Mid- Level				100.0	
High-End				100.0	
UNIX Desktop					
Entry-Level					45.1
Mid- Level					59.4
High-End					85.6

5. MASTER CONTRACT ATTACHMENT R BASELINE CORE SEAT COMPONENTS

The Contractor shall baseline the size and speed of core components at the current level at the end of the initial OSF ODIN Delivery Orders and shall not reduce these for the remainder of the Delivery Order. On subsequent Master Contract Attachment R submissions, if the Contractor increases one or more of the core components, then the increased size and speed shall become the new baseline for those components on the future submissions. The core components are defined as processor speed, memory (RAM), hard drive capacity, video card memory, CD drive, removable media capacity, and monitor size and resolution.

6. MASTER CONTRACT ATTACHMENT R TECHNOLOGY REFRESHMENT - The systems that have been certified by the NASA-selected third party certification firm and are accepted by the Government as satisfying the applicable quarter's minimum performance requirements are set forth in Delivery Order Attachment F.

7. TECHNOLOGY REFRESHMENT PROCESS – The Technology Refreshment Process in Master Contract Section C.7.1.1 is supplemented to include the following:

The Contractor is not required to perform Technology Refreshment during the month of December. The Contractor shall complete Technology Refreshment at a monthly minimum rate of 1/33 of the total number of seats eligible for technology refreshment. The Contractor is authorized to accelerate the tech refresh rate but shall meet the minimum until at least 1/3 of the seats are tech refreshed during each contract year.

When the Enhanced hardware technology refreshment service level is ordered, the Contractor shall refresh at a monthly minimum rate of 1/16 of the total seats eligible for technology refreshment. The Contractor is authorized to accelerate the tech refresh rate

but shall meet the minimum rate each month until at least 2/3 of the seats are tech refreshed during the first year.

The Government may require a change to the normal refreshment period, e.g., the refreshment is required to occur sooner than the standard period defined, for a given seat. This request shall be implemented by selecting an early technology refreshment option under the ODIN catalog. The total price for this option shall be calculated based upon a fixed monthly price (by seat type) times the number of months prior to the normally scheduled technology refreshment. If the seat type is changed as part of an early technology refreshment option, the early technology refreshment price will be based upon the fixed monthly price of the new seat (e.g. changing from a GP1 to an SE1 or from a GP1 to a GP3). In every case, the refreshed seat shall receive at a minimum, hardware equivalent to that specified in the currently approved Master Contract Attachment R.

The Contractor shall notify the user at a minimum of 60 days prior to scheduled technology refreshment date in order for the user to coordinate any seat changes and/or augmentations. With approval by the DOCOTR/TMR, the Contractor will not be penalized towards satisfying the monthly refreshment rate if delivery is impacted by user's refusal to accept at an agreed upon date or if user refuses the technology refreshment.

Early technology refreshment shall not count towards satisfying the monthly refreshment requirement.

8. **BASELINE SEAT CONFIGURATION** – For all GP and SE desktop seats, the Contractor shall establish a process to approve changes to the baseline seat configuration and obtain approval of the process by the DOCOTR/TMR. This process shall provide a method to document all baseline seat configurations and changes including all catalog augmentations. Changes to the established baseline configuration of an individual seat shall be coordinated with the user. The Contractor and user must jointly agree that the updated seat configuration is stable and interoperable. Once this is agreed upon, this becomes the user's baseline seat configuration. In cases where a mutual agreement regarding seat configuration cannot be reached, the matter will be presented to the DOCOTR/TMR and the Contractor's Center Program Manager for resolution.

   The Contractor shall provide electronic access of the individual user's baseline seat configuration to the individual user and the DOCOTR/TMR or designee.

9. **MAINTAIN SEAT FUNCTIONALITY** – Whenever the Contractor repairs, replaces or refreshes a GP or SE seat, the Contractor is responsible for ensuring that all functionality of the seat, as defined in the approved baseline seat configuration, is operating properly. The Contractor shall include the cost of this responsibility in the seat price. The reinstallation of any hardware and software shall not be counted in the Center's allocation of move/add/changes.
   (a) All ODIN catalog products and services that were acquired under the previous Center Delivery Order shall be included in the user's baseline configuration and shall be supported at the original maintenance level, i.e., Category 1 or Category 3.

(b) For items not acquired through the ODIN catalog, the Contractor shall perform their best effort to reinstall the component.

i. If the internal/external component is fully compatible with the seat, the Contractor shall reinstall the existing internal and external devices, including monitors, to the user's seat.

ii. If the Contractor cannot reasonably reinstall the component due to incompatibilities, the Contractor is not required to reinstall the component. The Contractor shall identify all instances of incompatibilities to the DOCOTR/TMR or designee. If the user still requires the service, the Contractor shall identify to the user possible solutions to provide the required service. If additional hardware (e.g., video cards) or software is required to make the system operable, the user would be required to acquire the additional hardware and/or software in order to maintain functionality.

(c) The Contractor shall restore all user data, preferences, and settings to the best extent possible, to the repaired, replaced, or refreshed seat.

10. CLARIFICATION FOR MAINTAIN SEAT FUNCTIONALITY

(a) Full Restore to Service (FRTS) requires the Contractor to restore a user's workstation to the approved Baseline Seat Configuration (BSC) at the time of failure. FRTS includes the reinstallation and re-attachment of all hardware and software in the BSC for that seat.

(b) Maintenance is defined as the preventive and remedial actions necessary to maintain the subscribed level of functionality throughout the Delivery Order. Maintenance is always at least "best effort". Original equipment manufacturer (OEM) means "best effort" plus whatever OEM maintenance is in force (which for software means patches, service packs, service releases, and such), from the vendor and made available to the customer. Full maintenance requires the Contractor to be fully responsibility for restore-to-service within the time period defined by the seat level of service.

(c) The matrix below summarizes the level of service provided by the Contractor in maintaining seat functionality for this Delivery Order:

			Category	Triage	Tech Refresh	**FRTS**	**Maintenance** (Note1)
BSC	Basic	**Desktop Computer**	N/A	1	Yes	Yes	Full
BSC	Basic	**Standard Load S/W**	N/A	1	Yes	Yes	Full
BSC	Basic	**Catalog H/W & S/W**	1	All	No	Yes	Full (Note 3)
BSC	Basic	**Catalog H/W & S/W**	3	1	No	Yes	OEM
BSC	LSC	**Catalog H/W & S/W**	3	3	No	Yes	OEM
BSC	LSC	**Non-ODIN H/W-S/W**	3	3	No	Yes	Best Effort (Note 2)

(1) Baseline Seat Configuration (BSC) is the desktop seat configuration as formally baselined at the start of the Delivery Order.

(2) Basic is the desktop seat configuration as defined in the ODIN Master Contract.
(3) Local Seat Configuration (LSC) identifies the additional items to be included in the FRTS.
(4) Non-ODIN – desktop seat components (hardware and software) acquired outside of ODIN that are part of FRTS.
(5) Category is the Catalog Category at which the catalog item was acquired.
(6) Triage is the Triage Level required for support of an item as defined in ODIN Master Contract paragraph C5.5 et seq.
(7) Tech Refresh is the scheduled replacement of a hardware or software item as defined in ODIN Master Contract paragraphs E.3.1.6 and E.3.1.7.
(8) Obsolescence is the state in which a hardware or software component functions as it is supposed to but no longer is compatible with the IT environment at a particular Center. With regard to compatibility with the existing environment, as NASA adopts new IT standards, it is probable that certain equipment may not interoperate properly with the new standards. In such a case, the equipment is functioning as it is supposed to, but it is obsolete with regard to working with the new standards.
(9) NOTE 1: Items that fail will be replaced under maintenance with equipment that is equivalent or better, new or refurbished; however there is no obligation to provide brand new equipment.
(10) NOTE 2: If users require service at Category 1, they can request it via the catalog. The Contractor shall work with the Centers to determine the products for which Category 1 services are offered.
(11) NOTE 3: In the event of obsolescence, the Contractor shall replace the equipment with like functionality throughout the period of the Delivery Order.

11. RESTORE TO SERVICE – The Contractor shall restore a workstation such that the user has access to the documented baseline seat configuration prior to the failure.

12. DESKTOP SEAT CHANGES – If the Government changes a seat type during the Center Delivery Order, e.g., from a GP1 to a GP3 for a person moving from a traditional desktop system to a portable system with a docking station, the monthly seat price shall change to the existing price of the new seat type. The user will receive hardware to meet the functionality of the new seat either:

a. At the scheduled technology refreshment period of the existing seat, or
b. By an early technology refreshment ordered through the catalog, or
c. Upon negotiation of a change in the technology refreshment schedule by the DOCOTR/TMR.

If a user requires a seat type change, the change must occur a minimum of 30 days prior to the scheduled technology refreshment date, unless otherwise approved by the DOCOTR/TMR, to avoid incurring additional costs above the change in seat type cost. If the user has already received the scheduled technology refreshment during this delivery order period and requires a new workstation immediately, the Government will order early technology refreshment from the catalog.

13. DELIVERY OF NEW AND TEMPORARY DESKTOP SEATS – For new and temporary seats, the Contractor shall provide the ordered services within the times established below. Delivery of new and temporary seats is in addition to the scheduled technology refreshment deliveries.

a. Standard seats without augmentations shall be delivered within 5 work days. SE2 seats shall be delivered within 10 work days. Seats with UNIX platforms shall be delivered within 20 work days.

b. Seats with augmentations shall be delivered within 10 work days. SE2 seats with augmentations shall be delivered within 15 work days. Augmented seats with UNIX platforms shall be delivered within 30 work days.

c. The Contractor is not required to deliver more than 50 new and temporary seats per week. If the cumulative orders for any week exceed 50 new and temporary seats, the delivery of new seat and temporary orders in excess of this quantity will be negotiated with the DOCOTR/TMR.

d. The Contractor is not required to deliver temporary UNIX seats.

The delivery of new and temporary desktop seats shall meet the current approved Attachment R, unless otherwise approved by DOCOTR/TMR.

14. DESKTOP RELATED MAINTENANCE (Reference Master Contract Sections E.3.1.3, E.3.1.4 & E.3.1.5) – When ordering hardware maintenance, system software maintenance, or ODIN application software maintenance for a seat, the Government will order the same restore to service level. This will apply whenever all three or any combination of the maintenance services is ordered.

When a user orders critical maintenance for any of the above maintenance service levels, the user will order enhanced integrated customer support /help desk service level (Master Contract E.3.1.11).

In the event of inconsistencies, except for where the ordered service level is none, the maintenance service level will default to the highest service level ordered for any of the three items.

15. PREMIUM SE2 PC DESKTOP SEAT – The Premium SE2 Seat is added as an optional platform for the desktop seat under the delivery order.

a. The functionality that is typically met by the Premium PC platform is as follows:
   (1) Desktop publishing: needing advanced 2D graphics acceleration, large system bandwidth, cross-platform capability and superior display technology with color calibration capabilities.
   (2) Modeling: needing graphics horsepower, memory, ultra-fast I/O, and bandwidth to render complex 2D/3D models and images with large polygon counts in real time.
   (3) Image processing: needing bandwidth and memory capacities to let visual professionals load, pan, zoom, view, and edit large images such as detailed photographs and maps at interactive speeds.
   (4) Video editing: needing an integrated analog video interface and wide system bandwidth combine to produce professional video editing capabilities at interactive speeds.

(5) Simulation: needing extraordinary throughput for visualization of large, complex databases and models—from architectural walk-through to flight simulations to 3D environments.
(6) S/W developer: needing accelerated 2D, 3D, imaging, and I/O capabilities—plus specialized software that leverages the OpenGL® extensions integrated into the system
(7) Platforms in this seat are also capable of accessing the minimum Agency and Center standard office automation software suite at acceptable performance levels.

16. DOCKING STATION FOR GP3 SEAT – The Contractor shall provide an optional docking station for the GP3 Seat. This service level is added to the service levels identified in Desktop Service Level Definitions of the Master Contract Section E.3.1.

a. The docking station service level is defined as follows:

Docking Station Services

Service Description: Provides all services required to provide Docking Station service and network (LAN) access from a docking station. The contractor shall meet or exceed the requirements specified below. Services include:
(1) Monitor, keyboard, mouse and speakers
(2) Network interface card
(3) Parallel connection capability, serial connection capability, USB connection, and monitor connection capability
(4) Power supply and power connection capability, if available

Service Levels	Typical Service Characteristic
No Docking Station	No Docking Station Service provided.
Docking Station	Docking Station Service provided

17. ADDITION OF COMPUTRACE TO GP3 PC SEAT – The Contractor shall provide Computrace Software as part of the standard software for the GP3 PC seat. The software shall be included and maintained as part of the Center standard load.

18. ADDITIONAL REQUIREMENT FOR CARRYING CASE AND NEW STANDARD LAN SERVICE LEVEL FOR GP3 SEAT –

a. In addition to the requirements identified in Master Contract Section E.2.1.4, the Contractor shall provide a laptop carrying case with each GP3 seat.
b. For the Delivery Order, the Remote-S and Basic LAN is the standard LAN service level for the PC platform.

19. GUIDELINES FOR LAPTOP LOANER POOL SERVICES

a. The Contractor shall provide, at a minimum, the following services for ODIN seats that include the Laptop Loaner Pool option:
(1) Maintain Center standard load
(2) Maintain any organization specific software configurations (including software in addition to the standard load that the organization has ordered through the catalog for the specific seat)
(3) Battery recharge and/or exchange

(4) Remote access setup and guidance
(5) Data transfer support (moving data from a server to the laptop or vice versa)
(6) Remove user data from laptop

b. The Laptop Loaner Pool services shall be provided at an ODIN defined location (preferably on-site) and will be referred to as the Laptop Loaner Center (LLC). The NASA party responsible for determining who may use the laptop will be the coordinator listed in the seat requirements. Only the coordinator can authorize the checkout of a loaner pool laptop. Each center may have multiple coordinators, a primary and alternate responsible for each organization.

c. Laptop Loaner Responsibilities:
(1) The Contractor is responsible for maintaining the current status of all laptops in the Laptop Loaner Pool by user's name and date of last checkout for each device. The laptop coordinator is responsible to track any other information he/she needs such as due date, length of checkout, etc.
(2) The Contractor has primary responsibility for the property. The user is responsible for the property while it is checked out.
(3) The Contractor shall be responsible for ensuring that the organization that ordered a specific laptop is the sole user of the laptop. The Contractor may use an organization's laptop to meet another organizations laptop loaner need only if the affected organization's coordinator has authorized the request. If a user uses another organization's laptop, the laptop will remain in the loaning organization's configuration.

d. The process to request a laptop from the Laptop Loaner Center (LLC) is as follows:
(1) Coordinator gets request from user.
(2) Coordinator notifies the Contractor of the requirement, at a minimum, two days prior to the date needed (via e-mail, fax or phone call) to release laptop to a specific user.
(3) User notifies ODIN LCC if there is any data that needs to be transferred from the server to the laptop loaner
(4) User goes to LLC to pick up laptop and signs appropriate paperwork prepared by the Contractor.
(5) When user is finished with the laptop, user returns laptop to the LLC.
(6) The Contractor prepares machine for next checkout.

20. MINIMUM MONITOR SIZE - The minimum monitor size for GP1, GP2, SE1 and SE2 desktop seats delivered under the Delivery Order shall be a 17" monitor, except for the 21" SE2 Premium monitor. Any deviations from this shall be approved by the DOCOTR/TMR.

21. RETAIN EXISTING MONITORS – The Government reserves the right to retain existing monitors. During hardware technology refreshment, and upon request by the user, the Contractor shall reinstall the existing Government-owned monitor to the user's seat. On a best effort basis, the Contractor shall attempt to ensure that this monitor works properly with the new-refreshed system. If additional hardware (e.g., video cards) or software is required to make the system operable with this existing Government-owned monitor, the user will order the required hardware and/or software from the catalog. When the existing Government-owned monitor becomes inoperable and is no longer reparable, the Contractor shall replace the monitor with the corresponding monitor for the ordered seat. The user may choose to upgrade the seat monitor via the catalog at that time for an enhanced monitor.

There is no credit to the seat price when the Government retains an existing monitor and there is no additional charge to the seat when the Contractor replaces the Government-owned monitor with the corresponding seat monitor.

22. EXPANDED MA2 MAINTENANCE: In addition to the services required by the Master Contract, the Contractor shall provide equivalent maintenance to the "full-care" support, as identified on Attachment G to this Delivery Order, for the ordered UNIX architecture.

23. NETWORK PRINTER (PRN) SEATS – For this delivery order, new seats are added to provide ODIN provided and managed networked printers. The print services provided by the PRN seats do not change or alter the existing network printers being managed by ODIN. The purpose of the new PRN seats is to provide capability for the Government to supplement the current network printers as required. The Government retains the right to define the on-site location of the PRN seat and the users accessing the printer. Even though the PRN seats provide shared peripheral services, the PRN network printers shall not be included in the calculation to meet the distance requirements set forth in Master Contract E.3.1.14. The Contractor shall provide written notification to the DOCO no less than forty-five (45) days prior to any change in the printer manufacturer/model that the Contractor will use to provide the PRN seat services.

The new printer seats are defined below:

a. **PRN1 DESCRIPTION**

Functionality: Provides a network entry-level black and white laser printer at a customer-designated location for use by customer-designated desktops.
Standard Services:

Service Type	Service Level	Typical Service Characteristic
Printer	Entry-level Black & White Laser Printer	Black & White print functionality capable of 10 ppm and 1200 dpi, at a minimum
Restore to Service	Regular	Restore to service close of business next day
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days
LAN Services	Basic LAN	Provides access to the existing infrastructure capability
User Configuration	Basic	Less than 10 Users configured for access to printer

b. **PRN2 DESCRIPTION**

Functionality: Provides a network mid-level black and white printer at a customer-designated location for use by customer-designated desktops.
Standard Services:

Service Type	Service Level	Typical Service Characteristic
Printer	Mid-level Black & White	Black & White print functionality capable of 17ppm and 1200 dpi, at a minimum
Restore to Service	Regular	Restore to service close of business next day

Service Type	Service Level	Typical Service Characteristic
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days
LAN Services	Basic LAN	Provides access to the existing infrastructure capability
User Configuration	Regular	Less than 50 Users configured for access to printer

c. **PRN3 DESCRIPTION**

Functionality: Provides a network entry-level color printer at a customer-designated location for use by customer-designated desktops.

Standard Services:

Service Type	Service Level	Typical Service Characteristic
Printer	Entry-level Color	Color print functionality capable of 7.5 ppm print speed black (best quality) and 1.5 ppm print speed color (best quality); 600 dpi black and 600 dpi color, at a minimum
Restore to Service	Regular	Restore to service close of business next day
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days
LAN Services	Basic LAN	Provides access to the existing infrastructure capability
User Configuration	Regular	Less than 50 Users configured for access to printer

d. **The following printer service level definitions are as follows:**

(1) **PRINTER**

Service Description: Provides the services to ensure network print capability in a designated location by designated users. Services include requirements analysis, hardware and system software acquisition, testing, verification, and installation, printer queue management, and printer maintenance.

Service Levels	Typical Service Characteristic
Entry-level Black & White	Black & White print functionality capable of 10 ppm and 1200 dpi, at a minimum
Mid-level Black & White	Black & White print functionality capable of 17 ppm and 1200 dpi, at a minimum
Entry-level Color	Color print functionality capable of 7.5 ppm print speed black (best quality) and 1.5 ppm print speed color (best quality); 600 dpi black and 600 dpi color, at a minimum

(2) **RESTORE TO SERVICE**

Service Description: Provides standard maintenance services including:

- System diagnostics and trouble shooting
- System and component maintenance
- Configuration changes, tracking, and documentation

Service Levels	Typical Service Characteristic

Service Levels	Typical Service Characteristic
Basic	Restore to service within 3 working days
Regular	Restore to service by close of next business day
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical	Restore to service within 2 contiguous hours

(3) **MOVES, ADDS, CHANGES**

Service Description: Provides services to perform user requested printer hardware, de-installation, move and re-installation. A change in service level does not count against the cumulative number of moves, adds, changes allowed per year. A request for move/add/change service is defined as a service delivery order. Each service delivery order can request to move/add/change multiple ODIN seats. Service delivery orders are independent of each other. Individual service delivery orders shall not be combined without the consent of the requesters. The following service levels apply to each service delivery order.

Service Levels	Quantities	Typical Service Characteristic
Regular:	<=5 moves/adds/changes	Completed within 2 work days
	6 - 24 moves/adds/changes	Completed within 5 work days
	25 - 50 moves/adds/changes	Completed within 10 work days
	> 50 moves/adds/changes	Requires time to be negotiated with the Contractor
Enhanced:	<=5 moves/adds/changes	Completed within 1 work day
	6 - 24 moves/adds/changes	Completed within 2 work days
	25 - 50 moves/adds/changes	Completed within 5 work days
	> 50 moves/adds/changes	Requires time to be negotiated with the Contractor

(4) **LAN SERVICES**

Service Description: Provides all services (end-user site and infrastructure) required to provide network (LAN) access of the prescribed service level. LAN services shall meet or exceed the performance requirements specified below. Services include:

- Connection of a given, properly configured ODIN seat to the LAN
- Verification of operation
- Installation and verification of communications-oriented system software (if not provided under System Provision service)
- Includes ODIN Communications Services: LAN administration and control (NCC services) including any and all servers required to deliver LAN operations, WAN services, remote LAN services, network services (DNS, WINS, etc.), IP address management, LAN security; and administration of all cable plant infrastructure and cable terminal equipment. This includes replacements and upgrades of associated equipment (e.g., repair and replacement of routers and switches). LAN services are provided 24x7, 365 days/year

Service Levels	Typical Service Characteristic
Basic LAN:	Provides access to the existing infrastructure capability.

(5) **USER CONFIGURATION**

Service Description: Provides all services required to provide designated users the ability to print to the PRN seat.

Service Levels	Typical Service Characteristic
Basic:	Less than 10 users configured for access to printer
Regular:	Less than 50 users configured for access to printer
Premium:	Less than 100 Users configured for access to printer
Enhanced:	Unlimited on-site access to printer

24. ADDITIONAL SERVICE LEVELS FOR LAN SERVICES – Basic LAN and Remote-S & Basic LAN service levels are added as service levels for LAN Services. These service levels are defined as follows:

Service Levels	Typical Service Characteristic
Basic LAN	Access to the existing network infrastructure
Remote-S & Basic LAN	Remote LAN access using a standard modem and provides access to the existing network infrastructure.

25. ADDITIONS TO THE PLATFORM SERVICE LEVEL –In addition to the desktop platforms identified in Master Contract Section E.3.1.1, the Contractor shall provide the lightweight laptop as an optional platform service level for the GP3 PC desktop seats and the premium desktop as an optional platform service level for the SE2 PC desktop seats.

The Premium Platforms shall fulfill the requirements using a single CPU on a motherboard with the capability to support multiple central processing units (CPUs) for maximum system and graphical capabilities.

The typical service characteristics for the added service levels are as follows:

Service Levels	**Typical Service Characteristic**
PC/Premium	High-end PC desktop functionality
Laptop-Lightweight	Lightweight PC laptop functionality

26. INTEGRATED CUSTOMER SUPPORT/ HELP DESK CLARIFICATIONS

a. The enhanced service level under Master Contract E.3.1.11 is clarified such that the Contractor shall provide integrated customer support/help desk services 24 hours per day, seven days per week. However, this does not guarantee desk side problem resolution 24 hours per day, seven days per week. In order to receive problem resolution 24 hours per day, seven days per week, the user must order the critical service level under hardware, system software and/or ODIN-application software maintenance.
b. If a problem recurs within 5 business days from the date that the original ticket was closed, the Contractor shall re-open the original trouble ticket. The original closed date shall be discarded and the new closed date shall be applicable to the ticket.

27. SUPPORT FOR REMOTE USERS AT OSF CENTERS – In addition to the requirements in Master Contract C.5.9.5, the Contractor shall provide local maintenance/help desk support for OSF travelers' seats or supported items while the traveler is at any OSF Center. This

support shall be consistent with the service level that the user is entitled to at their primary Center.

28. E-MAIL STORAGE SERVICES ADDED AS SERVICE LEVEL FOR DESKTOPS – The following requirement adds e-mail storage services for desktops and supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS.

E-MAIL STORAGE SERVICES
Service Description: Provides fixed amount of e-mail storage space on ODIN provided e-mail servers. The Contractor shall restore files from backup at the user's request by close of next business day.

Service Levels	Typical Service Characteristic
None	No e-mail storage space services.
Basic	Fixed amount of e-mail storage space per user.
Regular	Twice the amount of e-mail storage space provided per user under the Basic service level.
Enhanced	Five times the amount of e-mail storage space provided per user under the Basic service level.

29. MISCELLANEOUS MAINTENANCE SEAT (MA-MISC) – For this Delivery Order, the MA-MISC seat is added as a desktop seat. The description is provided below:

MA-MISC SEAT DESCRIPTION
Functionality: Provides standard maintenance services for a variety of computer peripherals and related hardware that is not directly associated with an ODIN seat. The purpose of this seat type is primarily to provide hardware maintenance for specialty printers, plotters, scanners, or other electronic equipment that does not fit the traditional definition of a "computer" (even though it may have an embedded CPU). The hardware in this seat type does not require connectivity to an ODIN managed network. System administration and system software services are made available if necessary for the effective functioning of the equipment. Moves/adds/changes are provided to accommodate the installation of catalog orders.

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	None	No hardware is provided by the outsource vendor
Application Software	None	No software suite provided
H/W Maintenance	Regular	Restore to service by close of next business day
Systems Software Maintenance	None	No support for system software
ODIN-Application Software Support	None	No support for ODIN provided application software
Moves/Adds/Changes	Regular	Catalog orders installed/operational in 10 work days
LAN Services	Standalone	No network connection
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	None	No training is provided
System Administration	Basic	User controlled
Shared Peripheral Services	None	No access to network B&W printers

Service Type	Service Level	Typical Service Characteristics
File Services	None	No server space
Local Data Backup and Restore	None	No local data backup and restore services
Desktop Conferencing	None	No desktop conferencing services
Laptop Loaner Pool Management	None	No loaner pool management services

30. <u>CLARIFICATION FOR NAD SEATS</u> (This applies only to PC and MAC platforms) -

a. The Standard Application Software Suite Service Level for ODIN Application Software is added as an optional service for the NAD seat. This service is only available for those seats with PC and MAC hardware platforms and is limited to the Center standard software load.

b. The Basic, Regular and Premium Service Levels for ODIN Application Software Maintenance are added as options for the NAD seat. This service is limited to PC and MAC systems. For the NAD seat, the service provided under ODIN Application Software Maintenance is limited to patches and does not include any installation, diagnostics, or troubleshooting.

c. Regular and Enhanced Service Levels for Software Tech Refresh are added as options for the NAD seat. This service is only available for those seats with PC and MAC hardware platforms and is limited to the Center standard software load.

d. The Contractor shall be responsible for providing the Center's standard load to the NAD user. The Contractor will not be held responsible for installing or integrating the standard load into the user's desktop configuration.

e. The Contractor shall support the standard load in accordance with the Integrated Customer Support/Help Desk service for the NAD seats ordered with the optional ODIN Application Software Service. The Help Desk support does not include support for the operating system or support to integrate the standard load onto the hardware configuration.

SECTION C. SERVER SERVICES

1. **DELIVERY TIME FOR NEW SERVER SEATS** – For new seats except for SERV1, the Contractor shall provide the ordered services within the times specified in the Master Contract E.3.1.8, Move/Add/Change clause,for the regular service level.

   Delivery time for the SERV1 seats shall be 15 days for standard seats and 30 days for augmented seats.

2. **CLARIFICATION OF WEB1 SEATS** – The Contractor shall be responsible for providing as many DNS entries and aliases as necessary. The WEB1 seat may contain multiple websites and multiple DNS aliases within the ordered space, provided IT security requirements are met.

3. **SERVER SERVICE MAINTENANCE CLARIFICATION** – The Critical service level under the Master Contract E.3.2.3 is clarified for the delivery order such that any authorized user may report a trouble call on a server seat with critical maintenance and the contractor shall provide restore to service within 2 contiguous hours.

4. **SYSTEM ADMINISTRATION FOR SERVER SERVICES** –

   a. System administration requests shall be completed by close of the next business day.

   b. The service levels set forth in Master Contract Section E.3.2.1, SYSTEM ADMINISTRATION are clarified as follows:
      (1) Under the Regular Service Level, the ODIN Contractor is not responsible for account management for SERV1 server seats.
      (2) Under the Enhanced Service Level, the ODIN contractor is responsible for ODIN account management for SERV1 server seats.

5. **CRITICAL SERVICE LEVEL FOR STORAGE VOLUME** – Critical Service Level is added as an optional service level for server services under the Delivery Order. This Critical Service Level is defined as 150 GB of server space.

6. **SERV1 SEAT** - SERV1 is added as a server seat under the Delivery Order. SERV1 Seat described below:

   SERV1 SEAT DESCRIPTION – DEVELOPMENTAL/PRODUCTION SERVER SERVICES
   Functionality: Provides dedicated server within the ODIN infrastructure to communicate information within the scope of the ODIN Communications System. This includes the hardware, hardware support, network connection, operating system software, operating system software support, and necessary infrastructure to support applications development and production environments. The primary customer will not host development and production applications on the same SERV1 seat. Servers will be subject to the same availability and security requirements as the ODIN communications system.

Normal server administration (e.g., network security monitoring and management; performance monitoring and optimization; problem tracking and error detection; capacity planning, configuration management; and user support) will be performed by ODIN. ODIN Systems Administrator will perform all Operating System upgrades and apply needed patches (e.g., Service Packs) to the Operating System. These activities will be coordinated with the primary SERV1 customer. Server backups will be the responsibility of ODIN.

ODIN shall provide local administrative rights to the primary SERV1 customer and an Alternative Point of Contact (POC/ALT) to allow server administration. Primary SERV1 customer will perform account management. All installation, upgrades, and patches will be coordinated and performed as a "team effort" between ODIN and the primary SERV1 customer.

The primary SERV1 customer will be responsible for the acquisition, installation and configuration of all application software. Software can be purchased through the ODIN catalog. In all cases where the SERV1 customer is purchasing specialized software not provided by ODIN, software acquisition and configuration remains the responsibility of the primary SERV1 customer.

The Contractor shall submit the SERV1 configuration specification on a semi-annual basis for approval by the DOCOTR/TMR. In the case that the approved configuration does not meet the users requirements, the user may augment the SERV1 platform via the catalog.

Any system outages caused by primary SERV1 customer will not be counted against the ODIN metrics.

7. PLATFORM ARCHITECTURE SERVICE LEVEL ADDED FOR THE SERV1 SEAT – Platform Architecture is added as a new server service level in Master Contract Section E.3.2 SERVER SERVICE LEVEL DEFINITION. Platform architecture service level is defined as follows:

PLATFORM ARCHITECTURE

Service Description: Provides platform architecture that includes a dedicated server with specified operating system. Each Center will identify a single operating system for the UNIX platform architecture.

Service Levels	Typical Service Characteristic
Windows	A dedicated server with Center-specified Windows server operating system
UNIX	A dedicated server with Center-specified UNIX operating system

8. PERFORMANCE DELIVERY SERVICE LEVELS FOR SERV1 SEAT – The following typical performance characteristics for the service levels of the SERV1 Seat under the Delivery Order are as follows:

a. The typical performance characteristic for the Regular Service Level for the SERV1 Seat is Single processor dedicated server.
b. The typical performance characteristic for the Premium Service Level for the SERV1 Seat is Dual processor dedicated server.

c. The typical performance characteristic for the Enhanced Service Level for the SERV1 Seat is Quad processor dedicated server.

9. SERVICE LEVELS ADDED TO THE SERVER SERVICE LEVEL DEFINITIONS – The new service levels for the Delivery Order are defined as follows:

a. SECURITY FEATURES

Service Description: Provides additional security features above and beyond those required in Master Contract section C.8 in support of server seat requirements.

Service Levels	Typical Service Characteristic
None	No additional security features
Basic	Install and maintain secure transmission across the network (e.g., SSL, IPSec). All secure certificates shall be coordinated and approved by the center IT security manager or designee.
Regular	Perform data encryption on the local server seat volume by the primary customer. If primary keys are required, the customer shall provide them.
Enhanced	Provide both secure certificates & data encryption

b. SERVER LOCATION

Service Description: Provides physical location and associated connectivity for the server.

Service Levels	Typical Service Characteristic
Regular	Central ODIN Managed Site. Server is located in central ODIN managed facility with other ODIN managed servers
Enhanced	Customer Onsite Location. Server will be located at Customer's onsite location. Power (including UPS) and physical security comparable to that provided in the ODIN maintained site are customer responsibilities. Hardware will be secured in such a manner to ensure physical integrity of the system. Backup unit is included with the seat and will be in the same location. System unavailability related to the remote location or non-ODIN administration actions are excluded from ODIN metrics. Location must be capable of supporting appropriate network access. Moves, adds, changes will be performed in accordance with Section E.3.1.8.

10. CLARIFICATION FOR APP1 AND FILE1 SEATS – The Contractor shall establish a process for management of the Regular and Enhanced Service Levels for the APP1 and File1 server seats. The contractor shall be responsible for providing the following system administration functions:

a. Regular Service Level (User managed)
   (1) ODIN is responsible for establishing a single access point into the share
   (2) ODIN is responsible for creating groups. The number of groups per seat is unlimited.
   (3) Changes to groups, (addition of persons to a group, changing access rights, etc.) shall not be counted towards the Center's M/A/C allocation.
   (4) User is responsible for setting access rights throughout the share
   (5) The number of users allowed to access the share is unlimited.

b. Enhanced Service Level (ODIN managed)
   (1) ODIN is responsible for establishing a single access point into the share
   (2) ODIN is responsible for creating groups. The number of groups per seat is unlimited.
   (3) ODIN is responsible for maintaining root directory access
   (4) ODIN is responsible for setting access rights throughout the share. Different groups may have different access rights within the same share (e.g. Group A has read-only, Group B has read/write, etc).
   (5) The number of users allowed to access the share is unlimited.
   (6) Changes to groups, (addition of persons to a group, changing access rights, etc.) shall not be counted towards the Center's M/A/C allocation.

SECTION D. COMMUNICATION SERVICES

1. **DELIVERY OF NEW COMMUNICATION SEATS** – For new seats, the Contractor shall provide the ordered services within the times specified in the Move/Add/Change clause (Master Contract E.3.1.8) for the Regular service level.

2. **LANA SEAT** – LANA is added as a new seat under the delivery order.

   LANA Seat Description

   Functionality: Provides a single standard network connection using the existing network infrastructure capability in the facility.

   Standard Services for LANA:

Service Type	Service Level	Typical Service Characteristic
Unit	Single	Supports a single user connection
Connection	BASIC LAN	Provides operation and maintenance of the existing infrastructure capability
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

3. **LANB SEAT** – LANB is added as a new seat under the delivery order. If the network infrastructure requires an upgrade to meet the user requirements, then the Contractor shall submit an infrastructure upgrade proposal:

   LANB Seat Description

   Functionality: Provides a LAN-to-LAN connection to the existing network infrastructure capability.

   Standard Services for LANB:

Service Type	Service Level	Typical Service Characteristic
Unit	Network	Supports a network to network connection
Connection	BASIC LAN	Provides operation and maintenance of the existing infrastructure capability
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

4. **LANC SEAT** – LANC is added as a new seat under the delivery order.

   LANC Seat Description

   Functionality: Provides a standard network connection to the existing network infrastructure and queue maintenance for items such as printers, plotters, scanners and multifunction devices.

   Standard Services for LANC:

Service Type	Service Level	Typical Service Characteristic
Unit	Single	Supports a single user connection
Connection	BASIC LAN	Provides operation and maintenance of the existing infrastructure capability
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

5. **BASIC SERVICE LEVEL ADDED AS COMMUNICATION SERVICE LEVEL DEFINITION** – Basic LAN is added as a new connection service level under the Delivery Order. The Basic LAN service level provides operation and maintenance of the existing infrastructure capability.

6. **CLARIFICATION: NAD VERSUS LAN** – For the Delivery Order, the differences between the NAD seat and the LAN seat are clarified as follows:

   a. NAD SEAT
      (1) A NAD seat is ordered when an end user requires network connectivity and selected ODIN services, normally provided to ODIN seats, for a non-ODIN provided computer.
      (2) Typical examples include computers that require connection to ODIN service servers (e.g., email, application, etc.) or ODIN server services (e.g., FILE1, APP1, etc.), non-ODIN computers that require system administration, and non-ODIN computers that require backup/restore services.
   b. LAN SEAT
      (1) The LAN seat is ordered when an end user, or group of end users, require connectivity to the ODIN network.
      (2) LAN seats provide an IP address, or group of addresses, and domain name server support for those addresses.
      (3) LAN seats can provide a secondary connection to the network for a dual-homed computer.
      (4) LAN seats require no other ODIN services
      (5) Typical examples: Conference rooms, multi-NIC computers, non-ODIN desktops or non-ODIN servers that do not require any ODIN services other than those above. The services provided by or function of the device connected is irrelevant.

SECTION E. CATALOG SERVICES

1. **DELIVERY TIME FOR CATALOG ITEMS** –
   a. The Contractor shall deliver catalog items within 10 business days from Center order placement. If ordered as a Category 1 item, the Contractor shall provide for installation within the 10-day delivery.

      Within two business days of order placement, the Contractor shall inform the user of the expected delivery date. If the expected delivery date does not meet the contractually required 10 business days, the user can either accept the revised delivery date, order an alternate item, or cancel the order without penalty.

   b. For catalog requests for quote, the Contractor shall provide a quote response including price and delivery date to the requestor within two business days of the request.

2. **PERIOD OF PERFORMANCE FOR CATALOG ITEMS** – The Contractor shall provide these services from the date the service is satisfactorily delivered to the end-user through the remainder of the Delivery Order period of performance, unless the period of performance for the catalog item is defined otherwise.

3. **CATEGORIES OF CATALOG ITEMS** – In accordance with Master Contract Section G.1, catalog items shall be priced in two categories.

   a. Category 1 shall include full ODIN support, including acquisition, installation/integration, maintenance, and consultation/support (as defined in Master Contract Section C.5.3 (k))

   b. Category 3 shall include acquisition and original equipment manufacturer's (OEM) standard maintenance facilitated by ODIN.

4. **CATALOG MAINTENANCE** – In addition to the requirements defined in Master Contract Attachment G, the Contractor shall provide the following maintenance for catalog services during the delivery order period of performance:

   a. For Category 1 hardware and software products and services, the user shall receive the same level of restore to service as ordered for the seat/services.

   b. For Category 3 software products and services, the Contractor shall provide OEM's standard maintenance (such as bug fixes, patches, etc.). The Contractor shall provide maintenance services to the user within 30 days of OEM release.

   c. For Categories 1 and 3 software, maintenance shall include point releases, but not new versions unless it is the OEM's standard maintenance practice.

5. **USER ASSISTANCE FOR CATALOG SERVICES** –
   a. The Contractor shall provide the consultation services, identified in the Master Contract Section C.5.3 (k), for catalog services.

   b. In addition to the requirements set forth in Master Contract Section C.5.7.1, the Contractor shall provide all necessary software and hardware components required to

make the ordered catalog products/services functional. This includes, but is not limited to, all cables, cards, software and add-ons. The Contractor shall identify as part of the catalog service description all components required to make the catalog products/services functional. The Contractor will not be responsible to provide additional components to accommodate changes in user requirements after the catalog order is placed.

6. RE-UTILIZATION OF CATALOG PRODUCT- UNIQUE SERVICES – If a seat with any catalog (CSCC) product-unique items is deleted or cancelled, then the catalog service associated with that seat shall remain available for use by the Government for the remainder of the delivery order period. The service shall be directly transferred to another seat or held in account by the Contractor until transferred to a new or existing seat. The category of maintenance (Category 1 or 3) for the service remains the same as originally ordered. The contractor shall provide access to a listing of services that are held in account by the contractor and which have not been transferred to a new or existing seat.

a. If the service was initially ordered as Category 1 and requires a physical re-installation, the move and re-installation shall be counted under Master Contract Section E.3.1.8. However, in subsequent moves and re-installations of the same product- unique service item, the move and re-installation service will be ordered from the catalog.

b. If the service was initially ordered as Category 3, the Government is required to move and re-install the item. If the Contractor is requested to move or re-install, the move and re-installation services will be ordered from the catalog.

c. In the event a user transfers the catalog item to another ODIN seat, the Government will notify the Contractor of the change.

d. For any items that have defined time periods (e.g., annual maintenance contracts on UNIX software), the time period will not be extended because the item is held in account. The time period that the item is held in account will be counted toward the ordered time period.

7. **DISK WIPING FOR NON-ODIN MANAGED DESKTOPS/LAPTOPS** - The Contractor shall include items in the ODIN Catalog of Services and Commercial Components (CSCC) to support disk wiping services for non-ODIN managed desktops and laptops. Typically this service is required when users at the Center excess Government-owned desktops/laptops.

Description of Services -

(a) Functional Desktop/Laptop- (Still connected to power and operational) - - The Contractor shall perform a wipe and rewrite of the disk using NASA-Approved software as applicable, e.g., Ghost, Shred, etc. After successfully completion of the wipe process, the Contractor shall label the unit with a sticker identifying the equipment as being wiped and then forward to NASA property disposition contractor. This is an in-place disk wipe and does not include removal to a central location, except at centers that currently require the disk wipe services at a central location.

(b) Non-Functional Desktop/Laptop (No longer able to be powered up and operated) - The Contractor shall remove the hard disk drive from unit and dismantle the drive. After destroying the plates, the Contractor shall reassemble the unit (less the HD) and label

the unit with a sticker that indicates the hard disk drive has been removed and destroyed. Then forward to the NASA property disposition contractor.

Property Records - It is the user's responsibilities to ensure that all property records are properly updated/maintained. *The applicable property forms must be submitted with the equipment for non-ODIN disk wipes.*

8. <u>EARLY HARDWARE TECHNOLOGY REFRESHMENT</u> - The Contractor shall include items in the ODIN Catalog of Services and Commercial Components (CSCC) to enable early desktop seat hardware technology refresh. It would be NASA's responsibility to determine when this requirement was necessary. This service shall be available for desktop seats with the hardware refresh options of (1) Basic – five years, (2) Regular –four years, (3) Premium – three years, and (4) Enhanced – 18 months. The acquisition of this catalog item will reset the seat's Hardware Technology Refresh period for the option selected for that seat in the Center's Delivery Order Seat Database.

Early refresh catalog orders shall not interfere with normal replenishment activities, and delivery date commitments shall be made in accordance with the delivery times specified for new seats.

Early technology refreshment shall not count towards satisfying the monthly refreshment requirement. (see Part III, Section B. 7)

SECTION F. METRICS

1. **CUSTOMER SATISFACTION METRIC** – The Level 1 Metrics for Customer Satisfaction is 92.0% for all categories. Master Contract Table F.1.1 is supplemented to reflect this percentage for Customer Satisfaction for this Delivery Order.

2. **SERVICE DELIVERY METRIC FOR CATALOG SERVICES** – Catalog Services is added as a functional area for Level 1 Service Delivery Metric. In addition to the requirements set forth in Master Contract Section F.1.1.1, the catalog service delivery metric shall be calculated based upon the agreed to delivery date, as well as the response time to 'request for quotes'. The Catalog Service Delivery Metric percentage requirement is the same as the Desktop User Services requirement defined in Master Contract Table F.1.1.

3. **LEVEL 1 METRICS TABLE** (Master Contract Table F.1.1) – Table is revised to incorporate Customer Satisfaction percentage and Catalog Service as functional area.

	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
Desktop User Services	**98**	**98**	**92.0**
Catalog Services	**98**	**N/A**	**N/A**
Phone Service	**95**	**99.9**	**92.0**
Fax Service	**95**	**99.5**	**92.0**
Local Video Service	**95**	**99.5**	**92.0**
Administrative Radio Service	**95**	**99.9**	**92.0**
Public Address Service	**95**	**99.5**	**92.0**

4. **METRIC REPORTING/CALCULATION** - The Contractor shall report to the same degree of fidelity as denoted in Level 1 Metrics of the Master Contract and the Delivery Order. Rounding is allowed using "5 and above" rounded up to the next higher number and "below 5" rounded down to the next lower number.

PART IV SSC-SPECIFIC REQUIREMENTS

1. SPECIALIZED REQUIREMENTS

a. Pursuant to Master Contract C.5.9.2, the mission freeze notification time is no less than three (3) working days prior to the freeze. An individual ODIN user or the TMR may request a mission freeze by calling the ODIN Help Desk. The Contractor shall be responsible for tracking the mission freeze requirements and reporting the occurrences and duration to the DOCOTR or alternate DOCOTR. If access is required during the mission freeze, the Contractor shall coordinate access with the requesting user or applicable organization.

b. For the priority service pursuant to Master Contract C.5.9.4.2, the Contractor shall be responsible for obtaining approval from the TMR prior to providing priority service under this Delivery Order. The response time requirement shall begin with the receipt of the approval from the TMR.

2. LOCAL DATA BACKUP AND RESTORE SERVICE: Local Data Backup and Restore Services will not be available for ordering under the Delivery Order.

3. ADDITIONAL CLARIFICATION OF GP3 AND RC1

a. At a minimum the contractor shall provide On-Center transmission rates up to 57.6 KBPS to users with Remote-S service levels

b. Circuits supporting Remote-S and RC1 seats shall not use voice circuits resources

4. SERV1 UNIX OPERATING SYSTEM - For the SERV1 UNIX Platform option, the Contractor shall provide the current SUN Solaris operating system.

5. REQUIREMENTS FOR IT SECURITY TEAM ACCESS – The Contractor shall provide access to the ODIN desktops and servers providing ODIN services for the SSC IT Security Team.

6. MISUSE INVESTIGATIONS – The Contractor shall provide support of investigations of misuse to allow tracking and recording of potential misuse activities, to include but not limited to, telephone call reports, KUDA access logs, and email tracking logs.

7. IT SECURITY INCIDENT RESPONSE – The Contractor shall provide one (1) hour response time to support any IT security incident on ODIN IT Supported services. A response to one incident will suffice as a response for all incidents arising out of the same root cause. For example, if a computer virus affects 1,000 users at the Center, the Contractor's virus team would respond to the first notification of the incident, and all subsequent notifications would be filed under the same incident.

8. 52.239-90 KSC INFORMATION TECHNOLOGY (IT) SECURITY PROGRAM (AUG 1999)

KSC Contractors that process NASA data shall comply with NASA's Information Technology (IT) Security Program. Contractors shall ensure as computers are reassigned or excessed that computers' hard disks are erased so that sensitive data and Government-licensed software cannot be recovered.

The Contractor shall comply with the following:

a. NPD 2810.1, Security of Information Technology, available for review at http://nodis.hq.nasa.gov/Library/Directives/NASA-WIDE/Policies/Legal_Policies/N_PD_2810_1.html

b. NPG 2810, Security of Information Technology, available for review at http://www.ksc.nasa.gov/nasa-only/cio/nasadocs/npg2810_21may99.pdf

c. KDP-KSC-P-1836, Removing Data and Licensed Software from Information Technology Storage Devices, available for review under Kennedy Documented Procedures, (AA) at http://wit.ksc.nasa.gov/BusinessWorld/html/ksc_procedures.html

9. SOFTWARE ELIGIBLE FOR HOME USE – The Contractor shall provide, upon request by any ODIN desktop seat customer, current Center defined software that is designated as "available for home use." This includes providing software updates when they are supported by the requesting OSF center. Software shall be provided to the user within 2 business days of the request. The Contractor shall also develop detailed instructions for home installation, and provide a software distribution mechanism. The cost for meeting the above stated requirements shall be included in the standard desktop seat cost.

The following software is designated as “available for home use”:

a. Anti-virus software for PC and Mac for home use is required.

b. To the extent that ODIN’s licensing agreements and/or contracts allow SSC employees to use software at home at no extra cost to the Government, the following SSC software applications are eligible for home use: the Center's current version of Microsoft Office for PC and Mac, WinZip for PC, Stuffit for Mac, and Viewprint.

10. X.500 PARTICIPATION – The Contractor shall provide entries in the Center’s X.500 Directory Service for all NASA and NASA contractor badged personnel and other activities as identified by the DOCOTR/TMR.

11. SSC E-MAIL SERVICES - The Contractor shall be responsible for the Center’s NASA e-mail system. The Contractor shall provide ancillary functions that are associated with running the Center’s e-mail system. The contractor shall provide the following services at no additional price:

a. E-mail and calendar accounts for Center services (e.g., Postmaster, Abuse Reporting, EOC, conference rooms, special projects)

(1) The Contractor shall provide the quantity of accounts not to exceed the number of desktop seats qualified for e-mail services plus 187 accounts.

(2) The Contractor shall report the total number of accounts on a monthly basis.

b. Temporary e-mail accounts (e.g., summer students), shall not exceed a three month period. There is no limit on the number of temporary e-mail accounts to be provided by the Contractor.

(1) The Contractor shall report the temporary account on a monthly basis. This report shall include the service end date.

(2) The Contractor shall automatically suspend the account at the end of the three months. Fifteen (15) business days later, the account shall be purged.

c. Distribution lists (managed by either ODIN or the user, as specified) – The Contractor shall make available a maximum of 105 lists. The Contractor shall report the total number of distribution lists on a monthly basis.

d. Off-site user accounts added to the global address list – The Contractor shall make available off-site user accounts, not to exceed 76 accounts. The Contractor shall report the total number of distribution lists on a monthly basis.

e. The Contractor shall provide secure e-mail support including Level I Helpdesk and software installation.

12. CENTER E-MAIL BASIC STORAGE SPACE – The fixed amount of e- mail storage space identified below is hereby established as the basic service level for the Desktop E-Mail Storage Services

Center	Storage Amount
Stennis Space Center	50 MB

The fixed amount of e-mail storage space set forth above is applicable to all e-mail accounts.

13. ON-SITE SPACE/FACILITY – The Government will provide on-site facilities/space for the Contractor's use in performing the services required under this Delivery Order. The location and size of the facilities/space will be mutually agreed upon in accordance with the Host Tenant Agreement between NASA, John C. Stennis Space Center and OAO Corporation; Use Permit between NASA, John C. Stennis Space Center and OAO Corporation; and Reimbursable Space Act Agreement between NASA and OAO. These agreement documents are incorporated herein by reference.

a. The price for this space is initially assessed at an annual rate of $11.70 (type I) and $1.46 (type III) per square foot and includes facility maintenance and operation, custodial, roads and grounds, fire protection, equipment maintenance, base projects, and office furniture (based on availability).

b. The utility costs will be prorated by square footage.

c. Personnel charges are approximately $1,000 per year per person and includes communications operations, library, security, mail, medical (clinic and ambulance) , environmental and industrial hygiene services.

d. The price for space, utility and personnel charges periodically change and shall be reimbursed to the Government as delineated in the above referenced agreement documents.

14. 911 DBMS OPERATIONS AND MAINTENANCE – The contractor shall be responsible for the operations & maintenance, and configuration management of the telephone system in use at Stennis Space Center. This includes the requirement for populating the switch DBMS system with attribute information concerning each telephone connection being used on the center. This attribute information includes caller-id name, telephone port building and room identification, and telephone set features. Information within the SSC telecommunications DBMS and switch systems are used to populate a 911 DBMS used by the center security, fire department and emergency medical services. The contractor is

responsible for the correctness of the telephone attribute data, and shall be responsible for the population of the 911 DBMS.

15. CONTRACTOR LIMITATION 911 DBMS LIABILITY

The Contractor's liability will be limited to the administration and processing of the data used to support the 911 DBMS. The Contractor shall develop a plan depicting how these data shall be updated, corrected, synchronized within the ODIN environment, and electronically provided to NASA/TMR or designee on a daily basis for population into the 911 DBMS. This plan shall be fully implemented and functional the first day of this Delivery Order.

The Contractor shall not be liable for any personal injuries or property damage directly or indirectly associated with the correctness or incorrectness of these data.

16. MOVE, ADD, CHANGE CLARIFICATION FOR ADMINISTRATIVE RADIO SEATS -

a. For AR1 seats, the contractor shall be responsible for physical moves and maintaining the property accountability and tracking.
b. For AR2 and AR3 seats, the contractor shall be responsible for the physical moves, including antenna mounts on cars and buildings per SSC policies and guidelines. In addition, the contractor shall be responsible for maintaining the property accountability and tracking.

17. GOVERNMENT FREQUENCY RADIOS – The Government will retain ownership of all radios that operate on Government frequencies. These are considered as part of the Center's infrastructure with the Contractor responsible for operation and maintenance.

18. LOCAL VIDEO SERVICE – The taping services required in Master Contract E.3.3.3 constitutes 155 hours of taping per year. Additional taping services can be ordered through the CSCC; however, the additional video tapes are considered to be a consumable (Master Contract A.1.33) and therefore will not be available in the CSCC.

19. SAFETY – The contractor shall provide all Safety and Health requirements as identified in the SSC Safety manual.

20. CONTRACTOR'S ACTIVITIES -- In accordance with Contract Clause A.1.25.2, the clause SSC 52.242-90, CONTROLS APPLICABLE TO CONTRACTOR'S ACTIVITIES AND PERSONNEL ACCESS REQUIREMENTS (as modified) is incorporated by full text as Attachment H. In accordance with this clause, the Contractor shall submit a Safety Plan within five (5) days to the TMR for approval.

21. TRIAGE SOFTWARE –The SSC Triage Assignment Table dated October 23, 2000, is applicable to this Delivery Order and included

PART V TECHNOLOGY INFUSION (INFRASTRUCTURE UPGRADES)

1. **INFRASTRUCTURE UPGRADE PROPOSAL RESPONSE -** For proposals submitted in accordance with Master Contract Section A.1.18, the Contractor shall identify to the DOCO and DOCOTR the anticipated delivery date of the contractor's infrastructure upgrade proposal within 3 work days from receipt of the request. The Contractor's proposal shall be valid for a minimum of 60 days from the receipt of the proposal by DOCO.

2. **LISTING OF INFRASTRUCTURE/UPGRADES -** The following infrastructure upgrades/updates are incorporated by modification to this Delivery Order. The description of work for each individual infrastructure upgrade can be viewed at the incorporating modification.

Mod. No.	Description Of Work	Date Signed	Completion Date	Modification Value
Total Dollar Value of Incorporated Infrastructure Modifications				

PART VI REPORTING REQUIREMENTS

1. **ASSET TRANSITION** -- The Contractor shall submit, by end of March 2002, the initial Asset Transition Value (ATV) for the period of performance beginning December 2001 through February 2002, including the projected value through November 30, 2004. As a minimum, the value shall be updated quarterly. This applies to all classes of contractor-provided assets, including desktops, servers, telephones, and other communication assets. The Contractor shall include provisions in all purchase and lease arrangements, both for hardware and software, for transfer to a successor Contractor or Government. Catalog ordered items are **NOT** to be included in the asset transition value but shall be listed separately for identification purposes without an asset transition value.

   The Contractor shall submit the proposed methodology for calculating the asset value for the Delivery Order Contracting Officer's approval. This approved methodology shall include both leased and purchased assets. The approved methodology will be incorporated as part of the Delivery Order.

2. **DATA REQUIREMENTS DESCRIPTION (DRD) –** The following DRDs are applicable to this delivery order.

DRD NO.	DRD TITLE	Dated
ODIN-OSF-1	Reports, Supporting Data	May 31, 2001
ODIN-OSF-2	Reports, Telephone Call Detail	May 31, 2001
ODIN-OSF-3	Reports, Security	May 31, 2001
ODIN-OSF-4	Reports, Small Business and Small Disadvantaged Business Concerns	May 31, 2001
ODIN-OSF-5	Reports, Loss, Theft, Damage, and Destruction of Contractor Assets	May 31, 2001
ODIN-OSF-6	Reports, On-Site Contractor (Headcount)	May 31, 2001
ODIN-OSF-7	Reports, Move, Add, Change (M/A/C)	May 31, 2001
ODIN-OSF-8	Reports, Work Order Closure	May 31, 2001
ODIN-OSF-9	Reports, Desktop Hardware Technology Refreshment	May 31, 2001
ODIN-SSC-1	Reports, Order Data	May 31, 2001
ODIN-SSC-2	Telephone Call History	May 31, 2001
ODIN-SSC-3	SSC On-Line Web Telephone Directory	May 31, 2001
ODIN-SSC-4	Report, Security Audit and Compliance	May 31, 2001
ODIN-SSC-5	Safety Plan	May 31, 2001

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Kennedy Space Center Kennedy Space Center, FL 32899	**DATA REQUIREMENT DESCRIPTION**	**1. RFP #:** ODIN **2. DRD #:** ODIN-OSF-1 Page 1 of 2 Date: May 31, 2001
3. TITLE: REPORTS, SUPPORTING INVOICE DATA		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION:** 10th business day of each month	
6. DISTRIBUTION: Complete sets to both the DOCO and DOCOTR/TMR	**7. INITIAL SUBMISSION:** 10th business day of January 2002	
8. REMARKS: Data provided by this DRD shall match the invoice for the same calendar period.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Provides NASA with detailed data aggregated for use in accurately reflecting price at Program/Project level.	**10. REFERENCE:** Paragraph (g) of Contract clause 1. CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (52.212-4) (May 1997)	
	11. INTERRELATIONSHIP:	

12. PREPARATION INFORMATION:

1. Scope

Due to the complex nature and relationship of Programs, Projects, Tenants and Contractors in each of the four Office of Space Flight (OSF) Centers, there is a diverse funding profile across the Centers. This DRD establishes the requirements price-related management reports to support the monthly invoiced amounts. The ODIN contractor is required to segregate and report data separately for the four Delivery Orders (DO's).

The report shall be submitted no later than 10 working days following the month for which data is being reported.

2. Contents

a. Report data by each of the categories listed below:
- Desktop Services by Seat Type
- Server Services by Seat Type
- Phone Services by Seat Type
- Fax Services by Seat Type
- Local Video Services by Seat Type
- Administrative Radio Services by Seat Type

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Kennedy Space Flight Center Kennedy Space Flight Center, FL 32899	**DATA REQUIREMENT DESCRIPTION**	**1. RFP #:** ODIN **2. DRD #:** ODIN-OSF-1 Page 2 of 2

3. TITLE: REPORTS, SUPPORTING INVOICE DATA

DATA REQUIREMENT DESCRIPTION

12. PREPARATION INFORMATION (cont.):

- LAN Interface Services by Seat Type
- Remote Communication Services by Seat Type
- Public Address Services by Seat Type
- Catalog Purchases
- Special Requirements by Type
- One Time Price Adjustments/Technology Refreshments
- Credit for Outages by Seat Type

b) The Contractor shall submit the reports electronically, via electronic mail or CD-ROM, in a mutually agreeable/interchangeable spreadsheet format.

c) Data will be reported at the specified service level (e.g., organization, and potentially down to the actual unique workstation identifier), for each applicable service category. It is assumed that the contractor must collect the data required by the Enterprise in order to accurately prepare the monthly invoices. We are simply requesting disclosure of this information so that we may facilitate accurate price sharing among our customers, both internal and external.

d) The budgeting/accounting environment currently utilized by NASA is expected to shift to a Full-Cost Management/Budgeting/Accounting environment prior to the end of the first ODIN DO period. The Full-Cost concept is still under development, however, it is expected that once NASA transitions to Full-Cost, this ODIN DRD may require slight modification (i.e., same detail, aggregated differently).

e) This DRD will report the prior month's actual price for all of the service categories monthly with the period ending on the last day of each calendar month.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION KENNEDY SPACE CENTER KENNEDY SPACE CENTER, FL 32899	**DATA REQUIREMENT DESCRIPTION**	**1. RFP #:** ODIN **2. DRD #:** ODIN-OSF-2 Page 1 of 2 May 31, 2001

3. TITLE: REPORTS, TELEPHONE CALL DETAIL

SUBMITTAL REQUIREMENTS

4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION:** Weekly
6. DISTRIBUTION: Complete sets to DOCO, DOCOTR & TMR	**7. INITIAL SUBMISSION**: One week after effective date of the delivery order

8. REMARKS:
The Contractor shall provide all call detail records via CDROM, of all outbound calls, in support of security issues and tolls separation, verification and billing.

DATA REQUIREMENT DESCRIPTION

9. USE: The ODIN contractor shall maintain a record of the beginning and ending date and time of all telephone calls in electronic format on CDROM. This information shall be maintained by the ODIN contractor and made available to authorized personnel, in accordance with NASA and Center policy for release of such information, when requested.	**10. REFERENCE:** **11. INTERRELATIONSHIP**:

12. PREPARATION INFORMATION:

1. SCOPE:
Call detail records associated with a particular call shall be maintained on-line and, depending on traffic load and capabilities of the switch, downloaded on a regular schedule to CDROM for further separation and processing.

This information shall be maintained in such a way as to provide all outbound (on-site to off-site, including Local Exchange Carrier (LEC)) call details. Data file format shall be provided to authorized personnel to ensure interface compatibility with the NASA Management Information System.

Call detail records shall be handled in accordance with established Privacy Act regulations. Records shall be retained in accordance with NARA General Records Schedule and NASA NPG 1441.1C and any Center-specific guidelines pertaining to release of such information

2. CONTENTS:
The following fields of the Call Detail Records shall be required for all outbound calls:

a) Originating phone number
b) Terminating (Destination) phone number (up to 15 digits)
c) Destination number type (domestic, international, or unknown)
d) Call type – FTS/ Toll Free/Local/International/zero-plus (third party bill, credit card or collect)
e) Length of Call (minutes:seconds)

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Kennedy Space Flight Center Kennedy Space Flight Center, FL 32899	**DATA REQUIREMENT DESCRIPTION**	**1. RFP #:** ODIN **2. DRD #:** ODIN-OSF-2 Page 2 of 2

3. TITLE: REPORTS, TELEPHONE CALL DETAIL

DATA REQUIREMENT DESCRIPTION

12. PREPARATION INFORMATION:

CONTENTS (continued)

f) Time of call origination (hour:minutes)
g) Month/day/year of call
h) City, State, Country Called
i) Agency/Company Name of Calling Number
j) Department/Mail Code assigned to the Calling Number
k) Building Number of Calling Number
l) Name assigned to the Calling Number (SSC only)
m) Room Number of Calling Number (SSC only)
n) Benefitor Code assigned to the Calling Number (SSC only)
o) Division Code assigned to the Calling Number (SSC only)
p) Date/Time Period covered by Report
q) Billable directory number
r) Appropriate remarks relative to calls being placed for Official business/repayment instructions for personal calls (SSC only)

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION **KENNEDY SPACE CENTER** **KENNEDY SPACE CENTER, FL 32899**	**DATA REQUIREMENT DESCRIPTION**	**1. RFP #:** ODIN **2. DRD #:** ODIN-OSF-3 Page 1 of 1 Date: May 31, 2001
3. TITLE: REPORTS, SECURITY		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION:** At least once every three years or upon significant change to the functionality of the assets, network connectivity, or mission of the system, whichever comes first. (see remarks)	
6. DISTRIBUTION: Complete sets to DOCO, DOCOTR/TMR and Center NASA IT Security Manager	**7. INITIAL SUBMISSION**: 45 days after the effective date of the OSF Delivery Orders.	
8. REMARKS: If the Contractor discovers new or unanticipated threats or hazards, or if existing safeguards have ceased to function effectively, the Contractor shall update the risk assessments and IT Security Plans (within 30 working days).		
DATA REQUIREMENT DESCRIPTION		
9. USE: The ODIN contractor shall provide risk assessments and IT Security Plans to the Government for review purposes only. The ODIN contractor shall maintain this information and make it available to applicable NASA OSF Center IT Security Manager, if requested.		**10. REFERENCE:** C.8 **11. INTERRELATIONSHIP**: C.8.3, C.8.4, C.8.6

12. PREPARATION INFORMATION:

a) **SCOPE:** The Contractor shall conduct initial risk assessments, document the results, develop and maintain IT Security Plans in accordance with the IT security requirements in effect at the Center at which the system is operated.

b) **CONTENTS:** The IT Security Plans shall describe how the integrity, availability, confidentiality of the information and IT resources will be protected, including protection (disclosure) from the subject contractor.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION **KENNEDY SPACE CENTER** **KENNEDY SPACE CENTER, FL 32899**	**DATA REQUIREMENT DESCRIPTION**	**1. RFP #:** ODIN **2. DRD #:** ODIN-OSF-4 Page 1 of 1 Date: May 31, 2001
3. TITLE: SMALL BUSINESS & SMALL DISADVANTAGED BUSINESS CONCERNS		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION: Quarterly**.	
6. DISTRIBUTION: Complete sets to DOCO and the Center Small Business Utilization Specialist	**7. INITIAL SUBMISSION:** March 2002	
8. REMARKS:		
DATA REQUIREMENT DESCRIPTION		
9. USE: To obtain center-specific data for small and large business dollars spent under this Delivery Order.		**10. REFERENCE:** FAR 52.219-9 Small Business Subcontracting Plan (10/99)
		11. INTERRELATIONSHIP:
12. PREPARATION INFORMATION: The Contractor shall submit for each delivery order Standard Form 294, Subcontracting Report for Individual Contracts. This form shall be prepared in accordance with the instructions contained on the back of the form. The data on the form shall be specific to the Delivery Order, not cumulative award dollars for the Office of Space Flight.		

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION **KENNEDY SPACE CENTER** **KENNEDY SPACE CENTER, FL 32899**	**DATA REQUIREMENT DESCRIPTION**	**3. RFP #:** ODIN **4. DRD #:** ODIN-OSF-5 Page 1 of 1 Date: May 31, 2001
3. TITLE: LOSS, THEFT, DAMAGE, AND DESTRUCTION OF CONTRACTOR ASSETS		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION:** 10th business day of each month	
6. DISTRIBUTION: Complete sets to DOCO and DOCOTR/TMR	**7. INITIAL SUBMISSION:** 10th business day of January 2002	
8. REMARKS: The Contractor shall develop and maintain records to substantiate both the nature of the loss and the reimbursement costs.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Provides NASA with detailed data supporting the nature of the loss and the reimbursement costs of contractor-owned assets.	**10. REFERENCE:** A.1.20	
	11. INTERRELATIONSHIP:	

12. PREPARATION INFORMATION:

(1) The Contractor shall submit the data for each delivery order separately.

(2) The Contractor shall report all losses of contractor-provided assets provided to the Government in performance under this delivery order.

(3) As a minimum, the report shall include the following data:
   a. Nature of loss (loss, theft, damage, or destruction)
   b. Date of event
   c. Description of what happened
   d. Basis for actual loss value (acquisition cost less depreciation or replacement cost)
   e. Dollar amount of loss
   f. Cumulative dollar amount per contract year

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION **KENNEDY SPACE CENTER** **KENNEDY SPACE CENTER, FL 32899**	**DATA REQUIREMENT DESCRIPTION**	**5. RFP #:** ODIN **6. DRD #:** ODIN-OSF-6 Page 1 of 1 Date: May 31, 2001
3. TITLE: ON-SITE CONTRACTOR (HEADCOUNT)		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION:** Biannually or as requested	
6. DISTRIBUTION: 1 complete set to DOCO	**7. INITIAL SUBMISSION:** TBD	
8. REMARKS:		
DATA REQUIREMENT DESCRIPTION		
9. USE:		**10. REFERENCE:** **11. INTERRELATIONSHIP**:

12. PREPARATION INFORMATION:

(1) The Contractor shall report each Center separately.
(2) The Contractor shall report the number of ODIN on-site employees (headcount) by company. This includes all ODIN subcontractors, if on-site.
(3) The data shall be provided as of the last day of September and February or as requested by the DOCO.

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NATIONAL AERONAUTICS AND SPACE ADMINISTRATION **KENNEDY SPACE CENTER** **KENNEDY SPACE CENTER, FL 32899**	**DATA REQUIREMENT DESCRIPTION**	**7. RFP #:** ODIN **8. DRD #:** ODIN-OSF-7 Page 1 of 1 Date: May 31, 2001
3. TITLE: Move, Add, Change (M/A/C)		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION:** 10th business day of each month	
6. DISTRIBUTION: Complete sets to DOCO and DOCOTR/TMR	**7. INITIAL SUBMISSION:** 10th business day of January 2002	
8. REMARKS: The Contractor shall track and report the quantity of M/A/C performed.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Provides NASA with the quantity of M/A/C actions for user requested system hardware de-installation, move and re-installation of catalog hardware and software.		**10. REFERENCE: E.3.1.8** **11. INTERRELATIONSHIP**:

12. PREPARATION INFORMATION:

(1) The contractor shall report the number of M/A/C during the month for each OSF Delivery Order.
(2) This data shall be provided electronically and shall be reported by major organization by major seat type, e.g. desktop, phone, etc.
(3) The Contractor shall include a complete listing of all M/A/C actions to support the number reported for the month.
(4) The report shall show the number of M/A/C performed during the month and the cumulative contract year-to-date totals.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION **KENNEDY SPACE CENTER** **KENNEDY SPACE CENTER, FL 32899**	**DATA REQUIREMENT DESCRIPTION**	**9. RFP #:** ODIN **10. DRD #:** ODIN-OSF-8 Page 1 of 2 Date: May 31, 2001
3. TITLE: WORK ORDER CLOSURE		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION:** Daily	
6. DISTRIBUTION: Complete sets to DOCO and DOCOTR/TMR	**7. INITIAL SUBMISSION:** December 2, 2001	
8. REMARKS: The contractor shall provide closure information for submitted orders, Technology refreshments, trouble tickets, Return to Service (RTS), and Error changes by next Close of Business day in which the work was performed.		
DATA REQUIREMENT DESCRIPTION		
9. USE: Closure information will be used to update NASA Management Information Systems databases in timely manner.		**10. REFERENCE:**
		11. INTERRELATIONSHIP:

12. PREPARATION INFORMATION:

(1) The Contractor shall provide the information for each delivery order.
(2) Daily closure report for orders submitted to the ODIN contractor shall provide the following information, as applicable:
   a. The center issued order number
   b. The associated ODIN database tracking number
   c. Configuration information modifications that resulted from the issued order
   d. Date of completion (closure)

(3) Daily closure information for Hardware Technology Refreshments shall include:
   a. The order number, if applicable
   b. The Equipment tag number (ECN) of the replaced equipment
   c. The Equipment tag number (ECN) of the replacement equipment
   d. Original date scheduled for replacement
   e. Date the equipment was replaced
   f. The assigned ODIN database tracking number

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION Kennedy Space Flight Center Kennedy Space Flight Center, FL 32899	**DATA REQUIREMENT DESCRIPTION**	**1. RFP #:** ODIN **2. DRD #:** ODIN-OSF-8 Page 2 of 2 Date: May 31, 2001

3. TITLE: WORK ORDER CLOSURE

DATA REQUIREMENT DESCRIPTION

12. PREPARATION INFORMATION (continued)

(4) Daily closure information for Trouble Tickets shall include:
   a. A daily report of closed trouble tickets that resulted in changes to:
   b. Equipment tag numbers
   c. Location changes, including but not limited to Port numbers, Building locations
   d. Service Level Changes
   e. ODIN ticket associated with the Trouble Ticket

(5) The DOCOTR/TMR or designee must approve error Changes.

(6) Daily closure information for Return to Service (RTS) shall provide**:**
   a. Copy of trouble ticket identifying the RTS
   b. The assigned ODIN database tracking ticket associated with the RTS

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION **KENNEDY SPACE CENTER** **KENNEDY SPACE CENTER, FL 32899**	**DATA REQUIREMENT DESCRIPTION**	**11. RFP #:** ODIN **12. DRD #:** ODIN-OSF-9 Page 1 of 1 Date: May 31, 2001
3. TITLE: Desktop Hardware Technology Refreshment		
SUBMITTAL REQUIREMENTS		
4. TYPE: REPORTS	**5. FREQUENCY OF SUBMISSION**: 10th business day of each month	
6. DISTRIBUTION: Complete sets to DOCO and DOCOTR/TMR	**7. INITIAL SUBMISSION:** 10th business day of January 2002	
8. REMARKS:		
DATA REQUIREMENT DESCRIPTION		
9. USE: Provides NASA with data supporting the Contractor's progress in meeting the required refreshment period.		**10. REFERENCE: C.7.1** **11. INTERRELATIONSHIP**:

12. PREPARATION INFORMATION:

(1) The Contractor shall provide the information for each delivery order.
(2) The Contractor shall deliver the initial Technology Refreshment schedule within 30 days of the effective date of the Delivery Order. The schedule shall include projected technology refreshment schedule for the remainder of the Delivery Order.
    a. The Contractor shall provide updated Technology Refreshment Schedule by the15th of the month for the proceeding month to the DOCOTR/TMR. The contractor shall provide these updates in electronic format.
    b. This report shall include seat identifier (NASA property tag number or ODIN tag number), month/year of initial projected Technology Refreshment date (month/year), revised refreshment date (month/year), user name and user organization code.
(3) For those seats that have received technology refreshment during the previous month, the Contractor shall provide a separate listing that identifies the date refreshed, original seat identifier (NASA property tag number or ODIN tag number) and new seat identifier (ODIN tag identifier), seat type, user name and organization.

ART VII LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

Attachment Number	Title	Dated	Number of pages
A	SSC ODIN ORDERING QUANTITIES	July 30, 2001	3
B	SSC PRICE LIST FOR YEARS 1, 2, 3	May 31, 2001	56
C	SUMMARY OF MPRP RETAINAGE POOL AMOUNTS	May 31, 2001	6
D	SUMMARY OF PRP RETAINAGE POOL AMOUNTS	May 31, 2001	1
E	SEAT AND SERVICE LEVEL TABLES	May 31, 2001	9
F	LISTING OF ACCEPTED SEAT CERTIFICATIONS (MASTER CONTRACT ATTACHMENT R)	May 31, 2001	1
G	SUMMARY OF EXPANDED MA2 MAINTENANCE SUPPORT	Feb.27, 2001	1
H	SSC CLAUSE 52.242-90 CONTROLS APPLICABLE TO CONTRACTOR'S ACTIVITIES AND PERSONNEL ACCESS REQUIREMENTS	Jan. 22, 1999	7
I	SOFTWARE TRIAGE LIST	Oct. 30, 2000	1

ATTACHMENT A – SSC ODIN ORDERING QUANTITIES DATE: 7/30/2001

The following list reflects the total value of the monthly ordered seats and service levels for all seat categories. The initial monthly detailed listing for December 2001 is attached and is based on estimated quantities at this time and may change if requirements change during December 2001. The individual monthly detailed listings are incorporated by modification to this Delivery Order.

Delivery Order Month	Month/Year	Modification Number	Monthly Dollar Value of Ordered Seats and Services Levels
Initial Estimate	Dec 2001	N/A	$348,571.57
1	Dec 2001		
2	Jan 2002		
3	Feb 2002		
4	Mar 2002		
5	Apr 2002		
6	May 2002		
7	Jun 2002		
8	Jul 2002		
9	Aug 2002		
10	Sep 2002		
11	Oct 2002		
12	Nov 2002		
13	Dec 2002		
14	Jan 2003		
15	Feb 2003		
16	Mar 2003		
17	Apr 2003		
18	May 2003		
19	Jun 2003		
20	Jul 2003		
21	Aug 2003		
22	Sep 2003		
23	Oct 2003		
24	Nov 2003		
25	Dec 2003		
26	Jan 2004		
27	Feb 2004		
28	Mar 2004		
29	Apr 2004		
30	May 2004		
31	Jun 2004		
32	Jul 2004		
33	Aug 2004		
34	Sep 2004		
35	Oct 2004		
36	Nov 2004		
Total Dollar Amount of Ordered Seat/Service Level Services			

Attachment B – SSC Price Lists DATE: 5/31/2001

No.	Description	Dated	No. of Pages
B-1	GP1 PC	5/31/2001	2
B-2	GP1 MAC	5/31/2001	2
B-3	GP2 PC	5/31/2001	2
B-4	GP2 MAC	5/31/2001	2
B-5	GP3 PC	5/31/2001	2
B-6	GP3 MAC	5/31/2001	2
B-7	GP3 UNIX	5/31/2001	2
B-8	SE1 PC	5/31/2001	2
B-9	SE1 MAC	5/31/2001	2
B-10	SE1 UNIX	5/31/2001	2
B-11	SE2 PC	5/31/2001	2
B-12	SE2 MAC	5/31/2001	2
B-13	SE2 UNIX	5/31/2001	2
B-14	SE3 UNIX	5/31/2001	2
B-15	MA1 PC	5/31/2001	2
B-16	MA1 MAC	5/31/2001	2
B-17	MA2 UNIX	5/31/2001	2
B-18	MA MISC	5/31/2001	2
B-19	NAD	5/31/2001	2
B-20	WEB1	5/31/2001	1
B-21	APP1	5/31/2001	1
B-22	FILE1	5/31/2001	1
B-23	SERV1	5/31/2001	1
B-24	PH1	5/31/2001	1
B-25	PH2	5/31/2001	1
B-26	PH3	5/31/2001	1
B-27	PH4	5/31/2001	1
B-28	RC1	5/31/2001	1
B-29	RC2	5/31/2001	1
B-30	RC3	5/31/2001	1
B-31	RC4	5/31/2001	1
B-32	LANA	5/31/2001	1
B-33	LANB	5/31/2001	1
B-34	LANC	5/31/2001	1
B-35	PRN1	5/31/2001	1
B-36	PRN2	5/31/2001	1
B-37	PRN3	5/31/2001	1
B-38	LVID1	5/31/2001	1
B-39	AR1	5/31/2001	1
B-40	AR2	5/31/2001	1
B-41	AR3	5/31/2001	1
B-42	PA1	5/31/2001	1
B-43	PA2	5/31/2001	1

Attachment C – Summary of MPRP Retainage Pool Amounts DATE: 5/31/2001

C-1: Desktop User Services

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	If not disbursed, Applicable Mod. No.
1	Dec 2001					
2	Jan 2002					
3	Feb 2002					
4	Mar 2002					
5	Apr 2002					
6	May 2002					
7	Jun 2002					
8	Jul 2002					
9	Aug 2002					
10	Sep 2002					
11	Oct 2002					
12	Nov 2002					
13	Dec 2002					
14	Jan 2003					
15	Feb 2003					
16	Mar 2003					
17	Apr 2003					
18	May 2003					
19	Jun 2003					
20	Jul 2003					
21	Aug 2003					
22	Sep 2003					
23	Oct 2003					
24	Nov 2003					
25	Dec 2003					
26	Jan 2004					
27	Feb 2004					
28	Mar 2004					
29	Apr 2004					
30	May 2004					
31	Jun 2004					
32	Jul 2004					
33	Aug 2004					
34	Sep 2004					
35	Oct 2004					
36	Nov 2004					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

C-2: Catalog Services

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	If not disbursed, Applicable Mod. No.
1	Dec 2001					
2	Jan 2002					
3	Feb 2002					
4	Mar 2002					
5	Apr 2002					
6	May 2002					
7	Jun 2002					
8	Jul 2002					
9	Aug 2002					
10	Sep 2002					
11	Oct 2002					
12	Nov 2002					
13	Dec 2002					
14	Jan 2003					
15	Feb 2003					
16	Mar 2003					
17	Apr 2003					
18	May 2003					
19	Jun 2003					
20	Jul 2003					
21	Aug 2003					
22	Sep 2003					
23	Oct 2003					
24	Nov 2003					
25	Dec 2003					
26	Jan 2004					
27	Feb 2004					
28	Mar 2004					
29	Apr 2004					
30	May 2004					
31	Jun 2004					
32	Jul 2004					
33	Aug 2004					
34	Sep 2004					
35	Oct 2004					
36	Nov 2004					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

C-3: Phone Service

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	If not disbursed, Applicable Mod. No.
1	Dec 2001					
2	Jan 2002					
3	Feb 2002					
4	Mar 2002					
5	Apr 2002					
6	May 2002					
7	Jun 2002					
8	Jul 2002					
9	Aug 2002					
10	Sep 2002					
11	Oct 2002					
12	Nov 2002					
13	Dec 2002					
14	Jan 2003					
15	Feb 2003					
16	Mar 2003					
17	Apr 2003					
18	May 2003					
19	Jun 2003					
20	Jul 2003					
21	Aug 2003					
22	Sep 2003					
23	Oct 2003					
24	Nov 2003					
25	Dec 2003					
26	Jan 2004					
27	Feb 2004					
28	Mar 2004					
29	Apr 2004					
30	May 2004					
31	Jun 2004					
32	Jul 2004					
33	Aug 2004					
34	Sep 2004					
35	Oct 2004					
36	Nov 2004					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

C-4: Local Video Service

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	If not disbursed, Applicable Mod. No.
1	Dec 2001					
2	Jan 2002					
3	Feb 2002					
4	Mar 2002					
5	Apr 2002					
6	May 2002					
7	Jun 2002					
8	Jul 2002					
9	Aug 2002					
10	Sep 2002					
11	Oct 2002					
12	Nov 2002					
13	Dec 2002					
14	Jan 2003					
15	Feb 2003					
16	Mar 2003					
17	Apr 2003					
18	May 2003					
19	Jun 2003					
20	Jul 2003					
21	Aug 2003					
22	Sep 2003					
23	Oct 2003					
24	Nov 2003					
25	Dec 2003					
26	Jan 2004					
27	Feb 2004					
28	Mar 2004					
29	Apr 2004					
30	May 2004					
31	Jun 2004					
32	Jul 2004					
33	Aug 2004					
34	Sep 2004					
35	Oct 2004					
36	Nov 2004					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

C-5: Administrative Radio Service

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	If not disbursed, Applicable Mod. No.
1	Dec 2001					
2	Jan 2002					
3	Feb 2002					
4	Mar 2002					
5	Apr 2002					
6	May 2002					
7	Jun 2002					
8	Jul 2002					
9	Aug 2002					
10	Sep 2002					
11	Oct 2002					
12	Nov 2002					
13	Dec 2002					
14	Jan 2003					
15	Feb 2003					
16	Mar 2003					
17	Apr 2003					
18	May 2003					
19	Jun 2003					
20	Jul 2003					
21	Aug 2003					
22	Sep 2003					
23	Oct 2003					
24	Nov 2003					
25	Dec 2003					
26	Jan 2004					
27	Feb 2004					
28	Mar 2004					
29	Apr 2004					
30	May 2004					
31	Jun 2004					
32	Jul 2004					
33	Aug 2004					
34	Sep 2004					
35	Oct 2004					
36	Nov 2004					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

C-6: Public Address Service

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	If not disbursed, Applicable Mod. No.
1	Dec 2001					
2	Jan 2002					
3	Feb 2002					
4	Mar 2002					
5	Apr 2002					
6	May 2002					
7	Jun 2002					
8	Jul 2002					
9	Aug 2002					
10	Sep 2002					
11	Oct 2002					
12	Nov 2002					
13	Dec 2002					
14	Jan 2003					
15	Feb 2003					
16	Mar 2003					
17	Apr 2003					
18	May 2003					
19	Jun 2003					
20	Jul 2003					
21	Aug 2003					
22	Sep 2003					
23	Oct 2003					
24	Nov 2003					
25	Dec 2003					
26	Jan 2004					
27	Feb 2004					
28	Mar 2004					
29	Apr 2004					
30	May 2004					
31	Jun 2004					
32	Jul 2004					
33	Aug 2004					
34	Sep 2004					
35	Oct 2004					
36	Nov 2004					
Total Value of MPRP Retainage Pool (Withheld, disbursed, not disbursed)						

Attachment D – Summary of PRP Retainage Pool Amounts DATE: 5/31/2001

Delivery Order Month	Month/Year	Monthly Retainage Amount Withheld	Amount Disbursed	Amount Not Disbursed	Cumulative Amount of Funds Being Held	If not disbursed, Applicable Mod. No.
1	Dec 2001					
2	Jan 2002					
3	Feb 2002					
4	Mar 2002					
5	Apr 2002					
6	May 2002					
7	Jun 2002					
8	Jul 2002					
9	Aug 2002					
10	Sep 2002					
11	Oct 2002					
12	Nov 2002					
13	Dec 2002					
14	Jan 2003					
15	Feb 2003					
16	Mar 2003					
17	Apr 2003					
18	May 2003					
19	Jun 2003					
20	Jul 2003					
21	Aug 2003					
22	Sep 2003					
23	Oct 2003					
24	Nov 2003					
25	Dec 2003					
26	Jan 2004					
27	Feb 2004					
28	Mar 2004					
29	Apr 2004					
30	May 2004					
31	Jun 2004					
32	Jul 2004					
33	Aug 2004					
34	Sep 2004					
35	Oct 2004					
36	Nov 2004					
Total Value of PRP Retainage Pool (Withheld, disbursed, not disbursed)						

Attachment E – Seat and Service Level Tables for Desktops, Telephones, LAN Interfaces, and Printer Services DATE: 5/31/2001

Number	Description	Dated	No. of Pages
E-1	Summary of Seats and Service Levels for Desktops	5/31/2001	3
E-2	Summary of Seats and Service Levels for Network Printer Seats	5/31/2001	1
E-3	Summary of Seats and Service Levels for Servers	5/31/2001	1
E-4	Summary of Seats and Service Levels for LAN Interface Service	5/31/2001	1
E-5	Summary of Seats and Service Levels for Phone Service	5/31/2001	1
E-6	Summary of Seats and Service Levels for Other Communication Seats	5/31/2001	2

ATTACHMENT F – LISTING OF ACCEPTED SEAT CERTIFICATIONS DATE: 5/31/2001
(Reference Master Contract Attachment R)

The systems that have been Alterion-certified and are accepted by the Government as satisfying the applicable quarter's minimum performance requirements are set forth below.

Quarter (Beginning date)	Seat	Platform	System Configuration	Dated Alterion certified	Rating
Q1 (Jan 2002)					
Q2 (Apr 2002)					
Q3 (Jul 2002)					
Q4 (Oct 2002)					
Q5 (Jan 2003)					
Q6 (Apr 2003)					
Q7 (Jul 2003)					
Q8 (Oct 2003)					
Q9 (Jan 2004)					
Q10 (Apr 2004)					
Q11 (Jul 2004)					
Q12 (Oct 2004)					

Attached are copies of the Alterion certifications.

ATTACHMENT G – SUMMARY OF EXPANDED MA2 MAINTENANCE SUPPORT

DATE: 2/27/2001

	ODIN Standard MA2 Maintenance	SGI Full Care	Sun Spectrum Silver	DEC/Compaq Priority Service	HP	IBM Servicepac*
End-user access to OEM technical experts		X	X	X	X	X
Patches, bug fixes, point releases for OS	X	X	X	X	X	X
OS version upgrades	X	X	X	X	X	X
Patches, bug fixes, point releases, and version upgrades for native compilers and shall environments		X	X	X	X	X
Online access to technical info and software patches		X	X	X	X	X
5 X 9 telephone support	X**	X	X	X	X	X
Two (2) hour software response				X		
Four (4) hour hardware/ software response					X	
Four (4) hour on-site hardware response			X	X		
Next business day on-site hardware response	X***	X				
Parts, labor, and travel included	X	X	X	X	X	X
Customer defined service priority	X	X	X	X	X	X

* IBM Servicepac is currently provided a la carte. Bundled offering is in development and will be commercially available sometime in 2001.
** Coverage is 5 X 12 (0600 – 1800 M to F)
*** Next Business day return to service

ATTACHMENT H - SSC 52.242-90 CONTROLS APPLICABLE TO CONTRACTOR'S ACTIVITIES AND PERSONNEL ACCESS REQUIREMENTS (modified 1-22-99)

SSC HB 1600.1, Chapter 3, PERSONNEL SECURITY CONTROLS AT SSC (NOV 1989)

A. Identification of Employees

1. The contractor shall require each employee engaged on the work site to display NASA-furnished identification badges and special access badges at all times. The contractor shall obtain and submit badging request forms on each person employed or to be employed by the contractor under this delivery order. The contractor shall designate his own security and badging officials to act as points of contact for the NASA Security Office. Prior to proceeding with onsite performance, the contractor shall submit the following information to the NASA Security Office, Stennis Space Center:

    a. Delivery Order number and location of work site(s)
    b. Delivery Order commencement and completion dates
    c. Status as prime or subcontractor
    d. Names of designated security and badging officials
    e. Names of contractor officials authorized to approve permanent and temporary access badging to Test Complex or other Restricted/Controlled areas

2. Identification and badging of employees shall be accomplished as soon as practicable after issuance of the delivery order. During delivery order/contract performance, the contractor shall, upon termination of an employee, immediately deliver badges and/or passes issued to the employee to the NASA Security Office. It is agreed and understood that all NASA identification badges/passes remain the property of NASA and the Government reserves the right to invalidate such badges/passes at any time.

B. Access to Restricted/Controlled Areas within SSC

1. Certain areas within SSC have been designated as Restricted/Controlled Areas, such as the Test Complex Areas. These are normally surrounded by fencing and have an entrance gate monitored by a guard or monitoring device. Access into such areas is classified into "escorted" and "unescorted" access. For each employee for which the contractor desires to have unescorted access, authorization must be provided to the NASA Security Office. Due to the time required to process periodic, special requests for unescorted access, the contractor is advised to complete and submit the required information as soon as practicable after delivery order issuance. Within 14 working days after the receipt of the forms, the NASA Security Office will determine whether the person (or persons) is eligible for unescorted access

2. The prime contractor is responsible for providing escort services for any of his employees and/or any subcontractor employees who are not eligible for unescorted access.

3. All requests for unescorted access by subcontractors will be submitted through the prime contractor for forwarding to the NASA Security Office.

CONTROLS APPLICABLE TO CONTRACTOR'S ACTIVITIES

The below listed Stennis Space Center publications and subsequent revisions thereof are applicable to this delivery order and are incorporated herein by reference. These issuances prescribe regulatory procedural criteria which are applicable to the contractor. The contractor,

upon receipt of notice of noncompliance with any provisions of the below listed publications from the Technical Management Representative (TMR) or his representatives, shall promptly take corrective action.

SSC HB 1600.1 Ch. 3, 11/89	"SSC Security Handbook"
SPG 8715.1	"SSC Safety & Health Procedures Guidelines"
	"PSCS Standard Operation Procedures"
SPG 2800.1	"SSC Information Technology Resource Usage"
NHB 4100	"Materials Management Manual"
KHB 4000.1C Ch. 3, 4/30/91	"Supply Support System Manual, Part 5, Equipment Management"
NHB 4200	"Equipment Management Manual"
SPD 4130.1C	"SSC Control of Hazardous Materials" "SSC Hazard Communication Program"
SPG 4130.2B	"SSC Hazardous Materials, Hazardous Waste and Solid Waste Management Plan"
SPG 4130.3B	"SSC Integrated Contingency Plan for Response to Spills of Oil & Hazardous Substances"
SPD 4130.4B	"SSC Spill Prevention Control and Countermeasure Plan"
SPD 4130.5A	"SSC Environmental Management"
NPD 5110.1	"Affirmative Procurement Program for Recycled Materials"
NPD 8800.7D	"Procedures for Implementing the Provisions of the National Environmental Policy Act" (NEPA)
NPD 8710.2B	"NASA Safety and Health Programs"
NPD 1800.2	"NASA Occupational Health Program"
NPD 1820.1	"NASA Environmental Health Program" "SSC Radiation Protection Program" "SSC Sanitation and Pollution Control Program"
KHB 8810.1C	"Processing and Approving Excavation Permits"
NHB 43000	"Disposal Management Manual"
NHB 4200.1	"Custodial Handbook"

SECTION 01061

SAFETY REQUIREMENTS

03/98

I. PART 1 GENERAL

A. 1.1 SUMMARY

The requirements of this Section apply to, and are a component part of, each section of the specifications.

B. 1.2 REFERENCES

The publications listed below form a part of these specifications to the extent referenced. The publications are referred to in the text by the basic designation only.

CODE OF FEDERAL REGULATIONS (CFR)

29 CFR 1910	Occupational Safety and Health Standards
29 CFR 1926	(1996) Safety and Health Regulations for Construction

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION (NASA)

NPG 1700.1	(1993) (V1-B) NASA Safety Policy Requirements Document

STENNIS PROCEDURES AND GUIDELINES (SPG)

SPG 8715.1	(1998) SSC Safety and Health Procedures and Guidelines

C. 1.3 SUBMITTALS

The following shall be submitted in accordance with this section.

SD-01 Safety Plan

II. PART 2 PRODUCTS (Not Applicable)

III. PART 3 EXECUTION

A. 3.1 GENERAL SAFETY PROVISIONS

The Contractor shall take safety and health measures in performing work under this delivery order. The Contractor is subject to applicable federal, state, and local laws, regulations, ordinances, codes, and orders relating to safety and health in effect on the date of this delivery order.

During the performance of work under this delivery order, the Contractor shall comply with procedures prescribed for control and safety of persons visiting the project site. The Contractor is responsible for his personnel and for familiarizing each of his subcontractors with safety requirements. The Contractor shall advise the TMR or Delivery Order Contracting Officer (DOCO) of any special safety restriction he has established so that Government personnel can be notified of these restrictions.

B. 3.2 LOCK AND TAG PROCEDURES

3.2.1 General

These procedures apply to persons performing work at the site who install, repair, maintain, or inspect electrical apparatus, mechanical apparatus, or pressure systems.

Contractor shall assure that each employee is familiar with these procedures and that there is compliance with the procedures.

These procedures also apply to:

All major facility systems such as high-voltage instrumentation, air compressing stations, and similar equipment;

Service facilities such as electrical substations, electrical distribution systems, underground utilities, and heat and refrigeration systems;

Cryogenic, combustible gas, vacuum, compressed air, or other compressed gas systems; such systems include compressors, storage facilities, transfer or distribution facilities, and other components thereof;

All other systems and equipment which would be hazardous if these procedures are not complied with;

It is the responsibility of the TMR, at the request of the Contractor, to apply locks and tags necessary to make the particular equipment safe to work on. The Contractor shall be responsible to ensuring that the system is safe.

Contractor shall furnish proof of compliance with 29 CFR 1910.147 including verification that each employee has been trained in the procedure set forth by the Contractor for locking the

various equipment. The locks used by the Contractor must be plainly marked and identifiable as to who placed these locks.

The Contractor must furnish the TMR/DOCO with a written procedure to be followed by Contractor's employees.

3.2.2 Mechanical and Electrical Procedures

Locks and tags will be used to prevent electrical switches, air and fluid valves, or similar control devices from being operated, when such operation could result in injury to personnel or damage to equipment. In particular, the vent valves for pressurized systems will be tagged open before any work is done on any pressurized system to relieve differential pressure completely.

No person, regardless of position or authority, shall operate any switch, valve, or equipment which has been locked and tagged.

When it is required that certain equipment be locked and tagged, the TMR will have an authorized Government safety operator in conjunction with the Contractor review the characteristics of the various systems involved that affect the safety of the operations and the work to be done; and will take all the necessary actions, to make the system and equipment safe to work on. The authorized Government operator will apply such locks and tags to those switches, or other devices needed to preserve the safety provided. This operation is referred to as "Providing Safety Clearance."

Once locks and tags have been applied by the Government, it is the responsibility of the Contractor to immediately apply his own locks, tags and grounds. The Contractor shall not apply his locks, tags and grounds before locks and tags are applied by the Government. The Contractor shall not start work on the equipment until both the Governments' locks and tags and his own locks, tags and grounds are in place.

If more than one group is to work on any circuit or equipment, the employee in charge of each group shall have a separate set of locks and tags properly attached.

It is the responsibility of the Contractor and the workmen performing the work to verify that the system is deenergized at the point of work.

When any individual or group has completed its part of the work and is clear of the circuits or equipment, the supervisor, project leader, or individual for whom the equipment was tagged shall notify the TMR. The Government operator shall be responsible for the physical removal of the Governments locks and tags, and the Contractor shall be responsible for removal of his own locks, tags and grounds. The Contractor shall remove his locks, tags and grounds before the locks and tags of the Government are removed.

C. 3.3 SAFETY PLAN

The Contractor shall submit a safety plan to the TMR for approval within 5 calendar days after notice to proceed. Compliance to the NASA/SSC Safety Procedures will be met. This document will be made available upon request from the TMR.

The safety plan shall include, as a minimum, the following:

a. Safety program objectives.

b. Methods to attain safety objectives.

c. Responsibility of key personnel for the Contractor.

d. Safety meetings, surveys, inspections, and reports.

e. Disaster and emergency programs.

f. Lists of key personnel to be contacted in times of emergency.

g. Program to show compliance with Federal OSHA Safety and Health Standards 29 CFR 1910 and 29 CFR 1926 and various safety requirements of NPG 1700.1 and SPG 8715.1.

h. Methods to comply with the requirement for immediate reporting of accidents to the TMR.

i. Statement that the Contractor will not invalidate the integrity of safety systems without proper authorization.

j. Procedures for emergency actions to be taken to secure dangerous conditions, to protect personnel, and secure work areas in the event of accident or an act of nature.

k. Procedures for securing the accident site so that the area remains secure until arrival of a safety investigator. The accident site will remain secured until released by the TMR.

l. Provisions for hard hats, safety shoes and eye protection.

m. Written procedures for lock and tag operations.

D. 3.4 ACCIDENT TREATMENT AND RECORDS

Contractor shall post emergency first aid and ambulance information at project site.

Contractor employees may utilize Government dispensary facilities located in Building 1100 for injury and emergency medical treatment. Contact Occupational Medicine Services. (From an on-site phone, dial 911 or 3810; from an off-site phone, dial (601) 688-3810.)

E. 3.5 ELECTRICAL

The Contractor shall appoint an individual responsible for the electrical safety of each work team to restrict entry to dangerous locations to those authorized by him jointly with the Government.

F. 3.6 FACILITY OCCUPANCY CLOSURE

Streets, walks, and other facilities occupied and used by the Government shall not be closed or obstructed without written permission from the TMR.

G. 3.7 HAZARDOUS WASTE

The Contractor shall identify all wastes produced and dispose of them in the following approved manners:

Identify all wastes and waste producing processes including chemicals, paints, POL products and solvents, and their containers.

Obtain a determination of whether the waste is hazardous from the TMR.

Notify the TMR prior to taking disposal action for any hazardous waste.

For disposal, provide either laboratory analysis data documenting the chemical content of the waste or certification by appropriate organization authority as to the chemical constituents of the waste. Technical assistance on disposal analysis requirements will be provided on request by contacting the TMR.

Document the waste type, quantity, location, and personnel/ contractor/ agency responsible so the material can be tracked from generation through ultimate disposal as required by Environmental Protection Agency under Resource Conservation and Recovery Act.

H. 3.8 MATERIAL SAFETY DATA SHEETS

Material Safety Data Sheets (MSDSs) for all hazardous materials proposed for use at SSC must be provided to the TMR for submission to the FOSS Contractor Environmental Health Office PRIOR TO THE DELIVERY OF THE HAZARDOUS MATERIALS AT SSC. Additionally, the Contractor must ensure compliance with all OSHA Hazard Communication Standard (29 CFR 1910.1200).

It is the Contractor's responsibility to ensure that all MSDS requirements and recommendations are understood and followed by personnel using hazardous materials. The Contractor shall provide adequate controls to ensure that SSC personnel are not exposed to hazardous materials and to ensure the protection of SSC's environment.

(End of clause)

ATTACHMENT I - SOFTWARE TRIAGE TABLE

Stennis Space Center Software Table		Date: October 30, 2000	
Package	**Vendor**	**Triage Level**	**NASA Identified POC**
Computrace (laptops only)	Absolute Software Corp.	1	Dinna Cottrell
Adobe Acrobat Reader	Adobe	1	Dinna Cottrell
Mac OS	Apple	1	Dinna Cottrell
Quicktime	Apple	1	Dinna Cottrell
Fetch (MAC)	Dartmouth College	1	Dinna Cottrell
Procomm	Datastorm	1	Dinna Cottrell
Entrust PKI Client	Entrust	1	Renay Nelson
Travel Manager	Federal Software	1	Dinna Cottrell
Viewprint	Hamrick	1	Dinna Cottrell
FlowCharter Viewer 7	Micrografx	1	Dinna Cottrell
Active Movie	Microsoft	1	Dinna Cottrell
Internet Explorer	Microsoft	1	Dinna Cottrell
Office 2000 Premium	Microsoft	1	Dinna Cottrell
Office 97	Microsoft	1	Dinna Cottrell
Office 97 Professional w/ MS Access	Microsoft	1	Dinna Cottrell
Office for MacIntosh	Microsoft	1	Dinna Cottrell
Project 2000	Microsoft	1	Dinna Cottrell
Project 95	Microsoft	1	Dinna Cottrell
Project 98	Microsoft	1	Dinna Cottrell
System Management Server (SMS)	Microsoft	1	Dinna Cottrell
Windows 2000	Microsoft	1	Dinna Cottrell
Windows 95	Microsoft	1	Dinna Cottrell
Windows 98	Microsoft	1	Dinna Cottrell
Windows NT	Microsoft	1	Dinna Cottrell
Netscape Navigator (Default Browser)	Netscape	1	Dinna Cottrell
Winzip	Nico Mak Computing Inc.	1	Dinna Cottrell
Winzip, Stuffit Expander(Mac)	Nico Mak Computing Inc., Aladdin Sys. Corp	1	Dinna Cottrell
Smarterm 240	Persoft	1	Dinna Cottrell
Eudora Pro (MAC)	Qualcomm	1	Dinna Cottrell
Real Player	Real Networks	1	Dinna Cottrell
Informed Filler	Shana	1	Dinna Cottrell
Entire Connection	Software AG	1	Dinna Cottrell
SSH Secure Shell	SSH Communications Security Ltd.	1	Dinna Cottrell
Norton Anti-Virus	Symantec / Norton	1	Dinna Cottrell
WS_FTP	IPSwitch	1	Dinna Cottrell
Tech Doc	Government	2	Gay Irby
Maximo	PSDI	2	Patrick Ryan